

Employment Information Package



Leader Learning and Engagement

Position number: POS1617

Enquiries:

Name: Shane Fitzgerald

Position: General Manager Creative Arts and Cultural Services

Phone: 03 6323 3700

Application closing date: 3PM, THURSDAY 21 NOVEMBER 2024



City of
LAUNCESTON

Town Hall, 18-28 St John Street Launceston

T 03 6323 3000

E contactus@launceston.tas.gov.au

www.launceston.tas.gov.au

Contents

Introduction	3
City of Launceston Organisational Directory	4
Organisational Values	5
Information for Applicants	6
Recruitment Steps	7
General Conditions of Employment	8
Position Description	9



Address all correspondence to:
Manager People and Culture
City of Launceston
PO Box 396
LAUNCESTON TAS 7250
Email address: contactus@launceston.tas.gov.au

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.



Introduction

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents. Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

Click [here](#) to view City of Launceston's strategic and annual reporting.

City of Launceston organisational chart

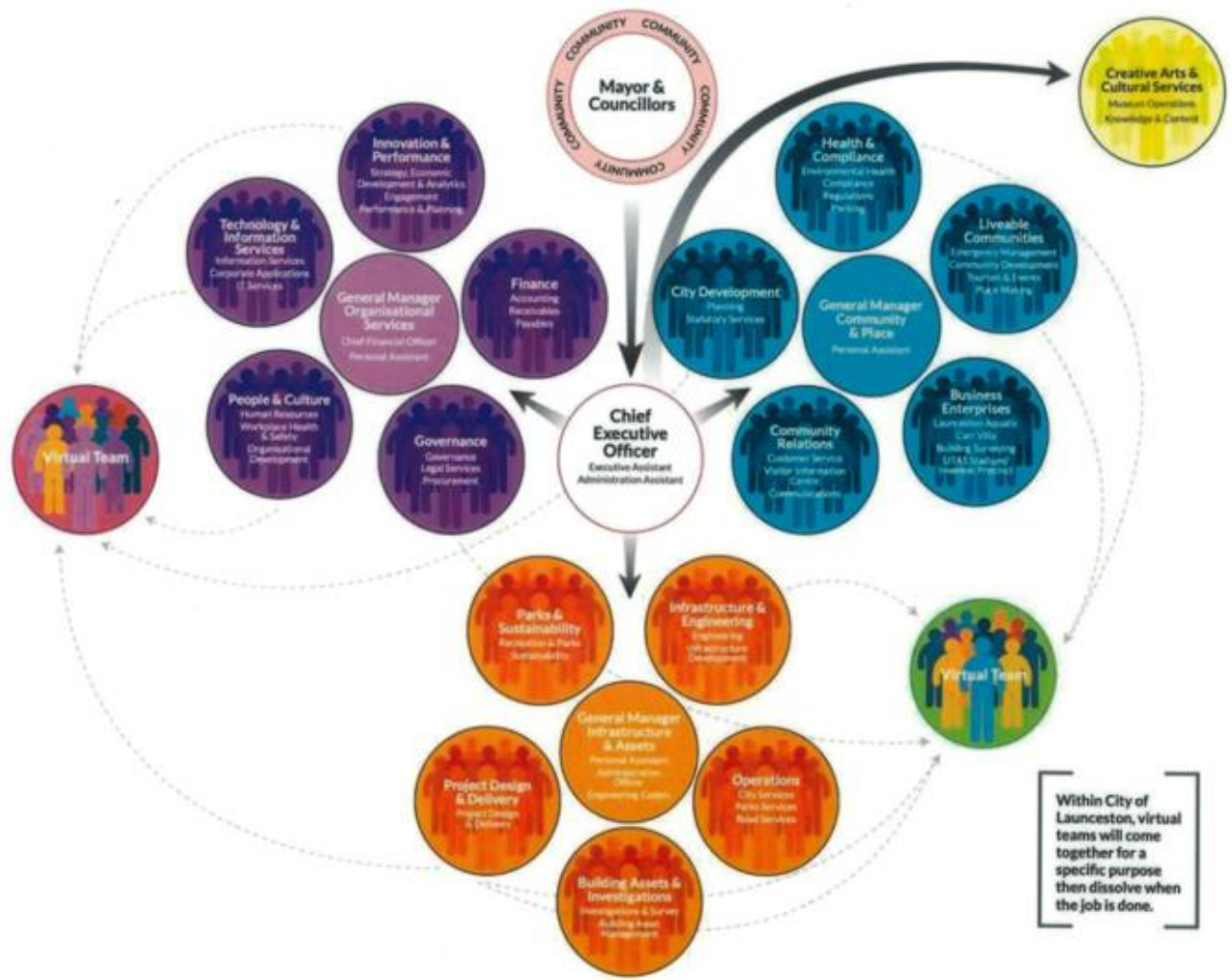
The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

The Council employs around 570 employees across a range of responsibilities.



At City of Launceston we are an agile organisation, with teams being more empowered and self-managing



Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want to be a part of our positive workplace culture. Before submitting your application please review our values and decide if they are a good fit for you.



OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

Information for applicants

City of Launceston is an equal opportunity employer. Our workforce is diverse, inclusive, flexible and family-friendly.

We value the different backgrounds, skills and contributions of all employees and treat each other and our community with respect.

We want opportunities at City of Launceston to be accessible and attainable to all candidates. If you are interested in this role but have concerns about your suitability, please talk to us before submitting your application.

Please read this information carefully, as it will help you with the preparation of your employment application.

When applying for this position, you must provide the following documentation:

1. Covering letter
2. Statement addressing the selection criteria (**highlighted criteria only**)
3. Resume

The online Application for Employment can be [accessed here](#) (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at contactus@launceston.tas.gov.au, noting your preferred method of communication and contact details and a member of the team will be in touch.

Recruitment steps

1. **Application received**
2. **Shortlisting**
 - Shortlisted applicants will be contacted by telephone or email to arrange an interview.
 - Unsuccessful candidates will be advised by email.
3. **Interview**
4. **Pre-Employment Checks:**
 - Reference Check
 - Police Check
 - Medical Assessment
 - Drug and Alcohol screening

All costs covered by City of Launceston
5. Suitability determination and preferred candidate identified
6. Letter of Offer

Employee benefits

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Aquatic.
- Discounts at the Museum Gift shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances.

General conditions of employment

Position title	Leader Learning and Engagement
Employment terms	Permanent Full Time
Working pattern	19 Day Month
Total remuneration	\$108,944 - \$123,996* <i>*Total remuneration includes superannuation, as detailed below</i>
	Base salary \$94,528 - \$107,589
Superannuation	Employer contribution of 15.25%

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

The City of Launceston Enterprise Agreement 2021 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)

Position Description

Position Description – Leader Learning and Engagement

PF NUMBER:	PF0	POS NUMBER:	POS1617
-------------------	-----	--------------------	---------

POSITION TITLE:	Leader Learning and Engagement
AWARD CLASSIFICATION:	Grade 6
EMPLOYEE:	Vacant
TEAM:	Learning and Engagement
NETWORK:	Creative Arts and Cultural Services
REPORTS TO:	General Manager Creative Arts and Cultural Services
PREPARED BY:	Shane Fitzgerald
DATE:	March 2023

APPROVED BY:	
NAME:	Shane Fitzgerald
POSITION:	General Manager Creative Arts & Cultural Services
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)

The Leader Learning and Engagement is responsible for leading the strategic and operational implementation of public and education programs at QVMAG. This includes leading the team to deliver public programs, formal and informal learning experiences, and Planetarium experiences. Programs are delivered on site, offsite and online.

This role shapes the program, and supports the team, to ensure programs are dynamic and relevant, responsive to changing audience needs, and helping to grow QVMAG's audiences.

City of Launceston is a values-based organisation, which means that we employ people who share and display our values



Our people matter

- we value clear and open communication
- we support and encourage each other
- we respect diversity
- we recognise individual needs, experience and strengths



We care about our community

- we take pride in our work and pursue a standard of excellence
- we genuinely listen, and value collaborative relationships
- we strive towards the best outcome for our community
- we make responsible and sustainable decisions



We bring an open mind

- we actively seek opportunities to continuously improve
- we respect and explore different ideas and perspectives
- we embrace change that leads to positive outcomes
- we value innovation and creativity



We go home safe and well

- we show care for people and look out for one another
- we speak up and support others to be healthy and safe
- we take personal responsibility for our own health and wellbeing
- we value work-life fit

Accountabilities	Activities/Tasks include:	Success looks like ...
Leadership		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> • Our people matter • We care about our community • We bring an open mind • We go home safe and well 	Demonstrates, through behaviour, an alignment to and an understanding of our values
People Leadership	Engage and motivate staff, develop capability and potential in others and role model a safe and constructive culture, in line with our agreed values. Communicate organisational goals, priorities and vision and recognise achievements. Communicate clearly and respectfully, listen and encourage input from others. Create an environment where our workforce adapts and responds to changing needs. Achieve results through efficient use of resources and a commitment to quality outcomes	Roles and responsibilities are clearly defined and understood. Clear performance standards and goals are set and monitored. Regular, clear and constructive two-way feedback is provided and received. Learning and developing opportunities are made available. A supportive and well-performing team environment is maintained.
Resource Management - financial, equipment, technology	Manage budget and procurement processes within authorisations and policy requirements and demonstrate financial responsibility. Use, allocate and maintain plant and equipment appropriately. Use technology and information to maximise efficiency and effectiveness.	Budgets are monitored and accurately maintained. Plant and equipment is fit for purpose. New and existing technologies are utilised effectively.
Service Planning & Delivery	Plan and prioritise work in line with organisational goals and adjust to changing priorities. Think, analyse and consider the broader context to develop practical solutions to solve problems. Encourage and suggest new ideas and demonstrate a commitment to continuous improvement. Achieve results through efficient use of resources and a commitment to quality outcomes. Commit to delivering community focused services in line with strategic goals.	The team is clear on their priorities. Work practices are continually reviewed and improved. Outcomes are reviewed, with successes recognised and mistakes becoming a learning opportunity. Customers are responded to and feedback is sought.

Accountabilities	Activities/Tasks include:	Success looks like ...
Safety & Risk Management	Ensure safety and risk management practices form part of all work activities. Ensure the Safety Circle learnings are practiced and encouraged.	Safety and risk considerations are reflected in work activities
Collaborate	Work collaboratively within your team and across networks. Support delivery of the Network's strategic and annual plan actions. Work with horizontal teams as relevant to technical role accountabilities.	Team meetings that encourage input from team members Collaborative opportunities are sought across Networks
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and your network.	Improved work practices and projects.
Technical		
Program strategy	Develop and maintain an overall program strategy for public and education programs across QVMAG. Provide guidance to Learning and Engagement team members on the development of exhibition or project specific strategies, underpinned by the broader program strategy.	A clear, innovative, sustainable and up to date strategy for learning and engagement programs.
Education programs	Coordinate the work of the Learning team and volunteers to deliver high-quality curriculum-linked education programs and experiences relating to QVMAG exhibitions and collections, onsite, online and off site.	Education programs are relevant and continue to evolve to meet audience needs. Positive audience growth, evidence of new audiences.
Public programs	Coordinate the work of the Engagement team and volunteers to ensure public programs and informal learning opportunities at QVMAG are fun, relevant and engaging and help to attract new audiences to the museum, onsite, online and off site.	Public programs are relevant and continue to evolve to meet audience needs. Positive audience growth, evidence of new audiences.
Aboriginal education and cultural awareness	Work with the Aboriginal Education Officer, and in consultation with Aboriginal communities and the Aboriginal Reference Group, to develop engaging public and education programs that reflect community voices and help to share the stories of Tasmanian Aboriginal communities. Champion cultural awareness and cultural safety for staff and visitors to QVMAG.	QVMAG is accessible to a wide range of groups within the community and promotes shared understanding. A supportive team environment which takes different cultural needs into account.

Accountabilities	Activities/Tasks include:	Success looks like ...
Project management	Lead major project initiatives in the Learning and Engagement area.	Projects delivered on time, on budget and to a high-quality level.
Evaluation	Ensure the overall Learning and Engagement program is documented, evaluated and that this data is used to inform future program strategy.	Ongoing review and improvements made to programs.
Stakeholder management	Establish and manage relationships with key stakeholders including education providers, community groups, fellow educators in the museum sector, and potential funders/supporters.	Learning and Engagement team is across current trends and has a community of advice to draw on. Opportunities to extend program offerings through grants and support (direct and in-kind) are explored.
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	Perform all work in a safe manner in accordance with the City of Launceston's Occupational Health and Safety Policy and Procedures While at work, a worker must – (a) take reasonable care for his or her own health and safety; and (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and (d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers. (Section 28 Work Health & Safety Act 2012)	

Note: Whilst the key functions and responsibilities for the role are set out above, an employee may be directed to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.

WORKING WITH VULNERABLE PEOPLE CHECK	
	Yes/No
Working with Vulnerable People Check required?	Yes
<i>If yes, include in Selection Criteria table below</i>	

SELECTION CRITERIA
POSITION REQUIREMENTS/COMPETENCIES
Organisational
<ul style="list-style-type: none"> Community Focussed: considers community/customers in decision making

<ul style="list-style-type: none"> Communicate and Engage: demonstrates self-awareness & encourages open discussions & contributions from others
<ul style="list-style-type: none"> Create and Innovate: displays initiative & considers different ideas and perspectives
<ul style="list-style-type: none"> Safety Focussed: takes responsibility for own and team's health, well-being and self-care
Position Specific
<ul style="list-style-type: none"> Manage & Develop People: Lead, mentor and develop team members to achieve required skills and to work efficiently
<ul style="list-style-type: none"> Financial Management: manages financial resources responsibly
<ul style="list-style-type: none"> Inspire Direction & Purpose: generates support and commitment to team and organisational goals
<ul style="list-style-type: none"> Work Collaboratively: works collaboratively within own team and across Networks
<ul style="list-style-type: none"> Assess and analyse data, and prepare reports.
<ul style="list-style-type: none"> Demonstrated experience designing, developing and leading a team to deliver successful education and public programs, ideally in the cultural sector.
<ul style="list-style-type: none"> Proven project management skills in relation to planning, developing and scheduling learning and public programs, ideally in the cultural sector.
<ul style="list-style-type: none"> Demonstrated knowledge and understanding of the latest educational theories and practices as they relate to museum and art education.
<ul style="list-style-type: none"> Proven high-level organisation skills and the ability to work to deadlines and organise priorities to achieve agreed goals.
<ul style="list-style-type: none"> Demonstrated success in building audiences through education and public program offerings.
<ul style="list-style-type: none"> Highly developed interpersonal and communication skills with a demonstrated ability to work effectively as part of a team, and with other stakeholders and external parties.
QUALIFICATIONS AND EXPERIENCE
<ul style="list-style-type: none"> Relevant qualification from a tertiary institution, or substantial relevant work experience.
<ul style="list-style-type: none"> Working with Vulnerable People Check (employee status)

REPORTING STRUCTURE	
Manager	General Manager Creative Arts and Cultural Services
Direct Reports	Education Officer Senior Planetarium Officer Aboriginal Learning Facilitator Public Programs Officer

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
Learning and Engagement	Leader
Curatorial	Stakeholder / Colleagues
Exhibitions	Stakeholder / Colleagues
Strategic Collections	Stakeholder / Colleagues
Marketing and Communications	Stakeholder / Colleague
QVMAG staff	Colleagues
External	Nature of Relationships
Local and regional schools	Customer

Local, regional and statewide TAFEs	Customer
UTAS	Customer
Aboriginal Reference Group	Stakeholder
Museum sector colleagues	Colleagues
Special interest and community groups	Stakeholder
Current and potential funders and supporters	Stakeholder

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$20,000

Confidentiality

Staff are

- a) Able to access; or
- b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- b) To not access any information within the organisation's systems that is not directly relevant to their work.
- c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

OTHER RELEVANT INFORMATION
<p>Expectations of a Team Leader</p> <ul style="list-style-type: none"> • Develops self-care plans to enhance their own health and well-being, manage stress and maintain professionalism; • Seeks and accepts challenging assignments and other development opportunities; • Seeks feedback broadly and asks others for help with own development areas; • Translates feedback into an opportunity to develop; • Demonstrates relevant leadership capabilities; and • Actively participates in development opportunities.



City of
LAUNCESTON

Town Hall, 18-28 St John Street Launceston
T 03 6323 3000
E contactus@launceston.tas.gov.au
www.launceston.tas.gov.au

