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| Position Title: | Penrith Conservatorium Manager |
| Award / Level: | LGA Level 9 |
| Department: | Supernumerary |
| Type: | Part Time – Temporary – 2018 |

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| Position Purpose |
| Reporting to the CEO, this strategic position will act as a change manager and play a vital role in recommending and implementing structural growth to ensure that innovative music education through the Penrith Conservatorium is a central program of the Joan Sutherland Performing Arts Centre (The Joan). Incorporating the fledgling Penrith Youth Orchestra (a partnership with the Penrith Symphony and Australian Chamber Orchestras supported by the Crown Resorts and Packer Family Foundations), individual tuition and ensemble programs, the Conservatorium is a well-established and successful program with yet to be realised opportunity. Increasing access to, and understanding of, music education, the Penrith Conservatorium Manager will lead the urgent development of a three year Conservatorium strategy (2018-2020) incorporating new business modelling, outreach and employment pathways for music teaching in order to grow the program and its resourcing; maximising current opportunities and building on existing programs and partnerships.A change leader, the Manager will work closely across PP&VA teams to implement modifications which develop and deliver a range of music and community engagement strategies, synchronise with studio Q drama teaching including Access ensemble programs and develop, where possible, project and curriculum based synergies with and between music performance, presentation, education and community programs at The Joan. |

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| Key Specific Functional Responsibilities | **Key Generic Functional Responsibilities** |
| * Act as a change manager to review and develop the Conservatorium business models, tutor engagement and programs.
* Provide strategic, procedural and policy expertise to CEO, senior management team and Board with a view to drive artistic, community and cultural growth
* Manage and allocate resources to re-position the Conservatorium, change engagement practices for teaching and grow resourcing.
* Grow the Conservatorium program offer and participation levels within a sound business model
* Ensure all business and Board reporting is thorough, accurate and timely
* Manage relationships with regular and strategic partners, tutors and pupils.
* Develop a public program and audiences across Conservatorium in collaboration with PP&VA teams
* Support linkages to Conservatorium through schools and education activities as part of the programming offer.
 | * Management and Leadership
* People Management
* Financial Management and Funding development
* Corporate Governance
* Performance and Creative Planning
* Customer Service
* Manage Work Health and Safety and Injury Management
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| **Department Structure** |
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**NB: All shaded Key Result Areas are compulsory for every Position Description**

| **Key Result Areas** |
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| 1. **Planning and programming**

**Major Actions*** Use expert knowledge of Music Education and to develop a Conservatorium Strategy, in consultation with key stakeholders.
* Lead the research and planning for Conservatorium programs and linkages to Joan performance and community programming
* Analyse current and potential business models and usage patterns to recommend ongoing operational and program improvements, including increased facility usage, new music education programs and performance opportunities for students
* Devise and implement an employment strategy to stabilise and grow the Conservatorium teaching offer within available budget parameters and tutor and student needs.
* Nurture current partnerships and develop new partners to support growth in programs and music education offer through the Conservatorium.

**Performance Measures*** Development and adoption of a Conservatorium Strategy based on sector research and expert knowledge
* Clear employment pathways and options leading to growth
* Breadth of programming incorporating increased business innovation
* A robust and sustainable Music Scholarship Program
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| 1. **Management and production**

**Major Actions*** Support and facilitate programming connections and internal communication to ensure success of music education programs
* Work closely with Ticketing Service Officer and Coordinator to ensure change actions are clear and the ongoing accuracy and efficiency of booking, invoicing and Tutor remittance processes as well as client satisfaction.
* Ensure that WHS, WWC and PLI requirements are continually met and recommend improvements as necessary.
* Develop and maintain records on music education, support research opportunities and increase documentation and visibility of programs.
* Support tutors in delivering public outcomes and broadening their engagement in and with Joan and Conservatorium programs

**Performance Measures*** Increased internal knowledge of and respect for music education programs
* Continued efficiencies in managing Conservatorium operations
* Safe and secure operations with low levels of incidents and ongoing successful risk management strategies
* Improved documentation and cohesive record keeping and reporting
* Successful public outcomes including regular student private and public concerts
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| 1. **Communications and marketing**

**Major Actions*** In consultation with the Marketing Manager , Music Producer and Music Education team, develop and implement a communications strategy that will:
* Provide an opportunity to showcase student and program success
* Maintain regular contact between parents, students and Conservatorium tutors
* Articulate the Conservatorium programs’ centrality to the Joan ‘story’
* Provide opportunity for both greater internal cohesion and information sharing
* Acknowledge and celebrate stakeholder and partner contributions as vital to outcomes
* In consultation with the Marketing Manager develop a marketing strategy to increase awareness of Conservatorium programs and impact and thereby grow enrolments and participation.

**Performance Measures*** Increased awareness of students and program success
* Increased sense of Conservatorium as a successful music education program
* Greater music education exposure within mainstream Joan communications
* Growth in Conservatorium numbers and breadth of participation.
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| 1. **Customer Service**

**Major Tasks*** Provide effective service to PP&VA customers and the community
* Provide effective service to internal customers
* Accurately identify the needs of customers
* Take action to satisfy customer needs
* Present a positive image of PP&VA/ The Joan/ The Gallery

**Performance Measures*** A calm conciliatory approach is used in all customer dealings
* Active listening techniques are applied in customer dealings
* Customer needs are identified and confirmed with the customer
* Appropriate action to satisfy the customer need is identified and implemented
* Personal presentation and grooming adheres to organisational and departmental guidelines
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| 1. **Corporate Governance and Effective Work Practices**

**Major Tasks*** Carry out work in line with relevant legislative and statutory requirements and /or industry codes, practices and standards
* Adhere to Code of Conduct, EEO and anti-discrimination policies
* Take responsibility for and manage own work and contribute to a productive work environment
* Accept and contribute to workplace change
* Undertake workplace tasks as directed
* Work cooperatively with others to facilitate workplace learning
* Work in an ethical manner and comply with PP&VA’s code of conduct and other governance documents adopted by the organisation from time to time
* Resolve workplace conflict in line with PP&VA policy
* Undertake recordkeeping activities in accordance with PP&VA’s Records Management business rules, procedures, policies and any relevant State Records Legislation

**Performance Measures*** Relevant legislative and statutory requirements and /or industry codes, practices and standards are always complied with
* Work reflects application of, and adherence to, EEO and anti-discrimination policies
* A positive work atmosphere is maintained by acting and communicating in an effective and appropriate manner with all customers, external contractors, co-workers, supervisors and managers
* Work tasks are appropriately prioritised and time effectively managed
* Productivity is consistent with reasonable expectations of a proficient employee in the position
* Implications of workplace change are identified and accepted
* Agreed changes to improve work outcomes are acted upon
* Direction from supervisor is accepted and acted upon
* Requests to take on alternative duties from time to time are accepted and adhered to
* Training is attended when required
* Training needs of other employees are identified and appropriate action identified and implemented
* All work is ethical and complies with PP&VA’s Code of Conduct and governance documentation
* Workplace conflict is resolved in line with PP&VA’s Grievance procedures
* Record keeping activities are undertaken in accordance with PP&VA’s policy and procedural requirements
* PP&VA’s official information is captured in the Corporate Information Management System
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**Individuals with staff directly reporting to them**

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| 1. **Work Health and Safety (WHS)**

**Major Tasks*** Attend training as required and ensure completion of training by supervised staff
* Perform work in accordance with WHS policies and procedures
* Ensure all procedures have been risk assessed, and risk assessments are reviewed in line with designated timeframes
* Monitor implementation and use of risk control measures
* Participate in consultative processes for the management of WHS, and ensure consultation processes are available to, and used by, supervised staff

**Performance Measures*** All required training has been completed
* All supervised staff have completed required training
* WHS procedures are identified and complied with
* Risk assessment documentation is completed in line with legislative requirements, and risk assessments are reviewed at least annually or more frequently if required
* Risk control documentation is completed and records kept in accordance with council procedures
* Participation in consultation process is on record
* Record of supervised staff participation in consultation
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| Qualifications, Experience and Specialist Skills & Knowledge |
| **Essential*** Tertiary music and/or education degree and associated industry experience
* Demonstrated understanding of music education pedagogy from early childhood to tertiary; and through community music through to professional standard practice.
* Experience in program development and coordination, and current NSW and Australian Curriculum including major music examination standards and frameworks.
* Excellent business and management skills including management of commercial programs in a not for profit environment
* Current Working With Children Check (or ability to acquire)
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| **Desirable*** Current NSW Drivers Licence
* Understanding of community cultural development practices and performing arts programming
* Post graduate qualification in arts management, music or education.
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| Position Based Core Skills Training |
| * Work Health and Safety
* Equal Employment Opportunity and Diversity
* Governance
* Drug and Alcohol Control Policy
* Manual Handling
* Hazard Identification
* Code of Conduct
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| Values and Behaviours |
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| Penrith Performing & Visual Arts Ltd and Staff support the following Values and Behaviours: |
| **Integrity*** I am honest, ethical and maintain public trust
* I do what I say I’m going to do and I stand up for what I believe in
* I set a standard to be proud of amongst the community
* I do the right thing - even when no-one is looking
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| **Selflessness*** I am willing to put others before me and assist them when needed
* I put the good of the organisation and the community above personal goals
* I support sustainability and cater for the wellbeing of future communities
* I uphold social justice principles
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| **Accountability*** I take responsibility for decisions and actions, whatever the outcome
* I take responsibility for work, behaviour and how resources are used
* I ensure a safe and healthy workplace
* I take ownership of my work
* I operate within delegations
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| **Honesty*** I tell the truth and correct misinformation
* I will refuse any bribes and I do not steal
* I trust in our relationships
* I ensure duties are undertaken in a lawful manner
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| **Leadership*** I am creative and innovative
* I take responsibility and I am a good role model
* I inspire others in the organisation and community to be the best they can
* I have the courage to do the right thing
* I listen and communicate clear directions and actions
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| **Impartiality*** I am always fair and treat people equally
* I am understanding and act objectively
* I separate personal interests from work responsibilities
* I base all decisions on merit and facts I am consistent in the application of processes
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| **Openness*** I am transparent and straight-forward
* I am able to discuss problems or concerns and give reasons for decisions
* I share information appropriately
* I am obliged to report wrong-doing
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| **Respect*** I treat others fairly and objectively
* I value and accept other people’s differences
* I treat others with dignity, kindness and in the spirit of service
* I treat people how I would like to be treated
* I recognise the worth of individuals
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