# Role Description
# Development Assistant

| | |
|---|---|
| **Cluster** | Planning and Environment |
| **Agency** | Australian Museum |
| **Division/Branch/Unit** | Development |
| **Location** | Sydney CBD |
| **Classification/Grade/Band** | Clerk Grade 1/2 |
| **Kind of Employment** | Full Time |
| **ANZSCO Code** | 531111 |
| **Role Number** | 5000456 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | January 2018 |
| **Agency Website** | australianmuseum.net.au |

## Agency overview

The Australian Museum (AM) operates within the NSW Department of Planning and Environment. The AM is the first museum in Australia and was founded in 1827. The AM provides access, engagement and scientific research to increase our understanding of natural history and culture, particularly of the Australasian region. The AM holds more than 21 million objects of biological, geological and cultural collections and develops programs, exhibitions and school and community education initiatives onsite, online and offsite. The AM's purpose is to make nature, Indigenous cultures and science accessible and relevant to everyone.

For more information, visit the [website.](#)

## Primary purpose of the role

This role is responsible for the day-to-day administration and financial processing for the Development team and the Australian Museum Foundation (AMF). This includes the maintenance and integrity of the Development database (CRM system) and assistance with fundraising campaigns. The position encompasses prospect research and assistance with special Foundation functions. The role also assists the Lizard Island Reef Research Foundation (LIRRF) with administration and board meetings. The candidate will preferably have skills and experience in a financial database, such as MYOB.

## Key accountabilities

- High level communication and customer service skills to facilitate acquisition and retention of donors
- Efficient processing of donations, renewals and any other administrative support for the donors of the AMF.
- Maintain the integrity and accuracy of the Development CRM database
- Financial management for the AMF including journal entries, reconciliations, and capacity to produce relevant reports
- Assist the Development team managing data and producing reports from the CRM within the required schedule in the desired format – including lists, reports, mail merges, receipts and ticketing, as required

- Provide administrative support filing via TRIM and electronic filing, diary management, and minute taking, as required by the Development team.
- Provide assistance with digital communications, donor events and functions managed by the Development team
- Provide basic research about prospective donors as required by Development team

## Key challenges

- Prioritising competing demands and ensuring timely processing of donations and any other donor related customer service activities
- Maintaining updated and accurate CRM data

## Key relationships

| Who | Why |
|-----|-----|
| **Internal** | |
| Development team | • Provide support to the Development team to deliver outstanding customer service<br>• Foster communication and collaboration within the Division |
| Other Museum business units | • Ensure support for donor activities, programs and events |
| Volunteers and interns | • Liaise with volunteers and interns required to deliver fundraising activities and events |
| **External** | |
| AMF and LIRRF Trustees | • Assist with the preparation of AMF and LIRRF Board papers and meetings |
| Donors and prospects | • Provide outstanding customer service and support<br>• Maintain and foster positive relationships |
| Contractors and suppliers | • Liaise with contractors required to deliver fundraising activities and events |

## Role dimensions

### Decision making

- Is accountable for the processing and day-to-day administration of the unit and providing customer service to the donors of the Australian Museum Foundation and LIRRF
- Uses interpretation and judgement to apply established procedures and precedents and refers to the Development Manager decisions that require a higher level of management

### Reporting line

This role reports to the Development Manager

### Direct reports

Nil

**Budget/Expenditure**

Nil

**Essential Requirements**

- Experience using a CRM or database to manage customer relationships and communications
- Relevant qualifications and experience in general administration, office support, processing and analysis of financial data, production of financial reports, and event management.
- Adequate knowledge and experience in order to deliver the Key Accountabilities and perform to the Focus Capabilities outlined in this Role Description.

# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

**Capability summary**

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Capability Group** | **Capability Name** | **Level** |
| Personal Attributes | **Display Resilience and Courage** | **Foundational** |
| | Act with Integrity | Foundational |
| | **Manage Self** | **Intermediate** |
| | Value Diversity | Foundational |
| Relationships | Communicate Effectively | Foundational |
| | **Commit to Customer Service** | **Intermediate** |
| | Work Collaboratively | Foundational |
| | Influence and Negotiate | Foundational |
| Results | **Deliver Results** | **Foundational** |
| | Plan and Prioritise | Foundational |
| | Think and Solve Problems | Foundational |
| | Demonstrate Accountability | Foundational |
| Business Enablers | **Finance** | **Foundational** |
| | Technology | Foundational |
| | Procurement and Contract Management | Foundational |
| | Project Management | Foundational |

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**<br>Display Resilience and Courage | Foundational | • Be open to new ideas and approaches<br>• Offer own opinion, ask questions and make suggestions<br>• Adapt well to new situations<br>• Do not give up easily when problems arise<br>• Stay calm in challenging situations |
| **Personal Attributes**<br>Manage Self | Intermediate | • Adapt existing skills to new situations<br>• Show commitment to achieving work goals<br>• Show awareness of own strengths and areas for growth and develop and apply new skills<br>• Seek feedback from colleagues and stakeholders<br>• Maintain own motivation when tasks become difficult |
| **Relationships**<br>Commit to Customer Service | Intermediate | • Support a culture of quality customer service in the organisation<br>• Demonstrate a thorough knowledge of the services provided and relay to customers<br>• Identify and respond quickly to customer needs<br>• Consider customer service requirements and develop solutions to meet needs<br>• Resolve complex customer issues and needs<br>• Co-operate across work areas to improve outcomes for customers |
| **Results**<br>Deliver Results | Foundational | • Complete own work tasks under guidance, within set budgets, timeframes and standards<br>• Take the initiative to progress own work<br>• Identify resources needed to complete allocated work tasks<br>• Seek clarification when unsure of work tasks |
| **Business Enablers**<br>Finance | Foundational | • Understand that government services budgets are limited and must only be used for intended purposes<br>• Appreciate the importance of accuracy and completeness in estimating costs as well as calculating and recording financial data and transactions<br>• Be aware of financial delegation principles and processes<br>• Understand compliance obligations related to using resources and recording financial transactions |