

# Role Description

## Senior Collection Officer

### First Nations



Cluster	Enterprise, Investment & Trade
Agency	Australian Museum
Division/Branch/Unit	First Nations/First Nations Collections & Engagement
Role Number	51004189
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	139911
PCAT Code	1119192
Date of Approval	November 2023
Agency Website	<a href="https://australian.museum/">https://australian.museum/</a>

### Agency overview

Australian Museum (AM) is located on the homelands of the Gadigal people. The AM acknowledges and pays respect to the Gadigal people as the custodians of the land, sky and waterways, paying respect to Elders past and present.

The Australian Museum (AM) operating within the NSW Department of Enterprise, Investment & Trade cluster, 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 22 million objects of biological, geological and cultural collections and develops programs, exhibitions and school and community education initiatives onsite, online and offsite.

The AM mission is: *To ignite wonder, inspire debate and drive change.*

The AM vision is: *To be a leading voice for the richness of life, the Earth and culture in Australia and the Pacific. We commit to transform the conversation around climate change, the environment and wildlife conservation; be a strong advocate for First Nations' culture; and continue to develop world-leading science, collections, exhibitions and education programs.*

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

The AM supports a diverse workforce and promotes applications from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTQIA+ community, veterans, refugees and people with disabilities.

### Primary purpose of the role

The Senior Collection Officer, First Nations assists the First Nations Collections & Engagement Manager, by coordinating the daily operations for the First Nations Collections at the Australian Museum (Aboriginal and Torres Strait Islander cultural collection and Aboriginal archaeological collection) which are located across several AM sites. This role is responsible for contributing to high standard museum operational standards and requirements for the AM's First Nations Collections in accordance with First Nations-led Museum practices,

including but not limited to the implementation of Indigenous Cultural & Intellectual (ICIP) principles and cultural protocols.

The Senior Collection Officer, First Nations manages the engagement, interpretation, research, tracking, logistics, storage and housing, movements, and handling aspects of the AM's First Nations Collections. The work is largely carried out by direct reports (Cultural Collection Officer and Archaeological Collection Officer) under the supervision of this role holder. This work includes, but is not limited to, coordinating with direct reports on the reproduction of images of collection items for internal or external purposes and provision of information/drafting assistance for attributions, copyright and commercial arrangements.

This role involves coordinating (directly, or via direct reports) appropriate access for contractors (this may include early starts) and if applicable interns/volunteers (as appropriate and approved by the First Nations Collections & Engagement Manager) to the First Nations Collections, as well as visits from First Nations community members and approved external stakeholders seeking to access the First Nations Collections.

## **Key accountabilities**

- Develop and maintain a comprehensive knowledge of the AM's First Nations Cultural Collections, which involves upholding cultural and community protocols, including ICIP considerations.
- Coordinate the workflows of the Cultural Collection Officer and Archaeology Collection Officer within the First Nations Collections & Engagement team in accordance with the decisions and instructions of the First Nations Collections & Engagement Manager. This includes conducting 1:1 meetings with direct reports to distribute and monitor tasks, providing mentoring and professional development support in accordance with the objectives and interests of the First Nations Collections & Engagement team, and reporting up to the First Nations Collections & Engagement Manager.
- Provide assistance to the First Nations Collections & Engagement Manager with the compilation of information/data and the preparation of reports; developing and implementing operational strategies, plans and policies for the First Nations Collections and assist with communicating these policies across the Museum; and managing the First Nations email account and triaging received public enquiries within the First Nations Collections & Engagement team.
- Manage the protection and maintenance of objects within the First Nations Cultural Collections across the various AM sites, ensuring their integrity so that objects are conserved for future generations. Along with direct reports, facilitate access to the AM's First Nations Collections, maintenance of museum collection record keeping, and provision of information updates and statistics for reports as required. This role may be required to act as an object recipient and courier on behalf of the AM.
- Contribute to increased awareness of the First Nations Cultural Collections, ensuring interpretation is accurate and appropriate. This includes through content development and communication, preparing research, participation in projects and programs, and other forms of public engagement to relevant First Nations communities and other stakeholders.
- Organise and participate in regular meetings with other AM teams to liaise on First Nations Collections matters and ensure their compliance with First Nations Division collections practices and protocols, in accordance with the First Nations Collections & Engagement Manager's decisions and instructions,.
- Support the work of the First Nations Collections & Engagement team and First Nations Division by undertaking other relevant duties as directed (consistent with skills, competency and training), through assisting the First Nations Collections & Engagement Manager on a range of administrative duties relating to collections matters. This would include delegating tasks to direct reports, including but not limited to servicing contracts, raising purchase orders and processing invoices, etc.

## Key challenges

- Supporting the First Nations Collections & Engagement Manager as well as liaising on the activities of direct reports in a fast paced and complex environment, and deliver multiple collection activities and targets across sites in line with agreed collection management standards, timeframes, budgets, and the need to maintain accuracy and attention to detail.
- Ensuring ethical and culturally appropriate processes are followed by internal and external stakeholders when accessing the AM's First Nations Cultural Collections in all transactions and dealings to maintain the AM's professional reputation. Ensure statutory and legislative requirements are adhered to and implement effective risk management procedures.
- This role may require the role holder to carry out physical tasks within the parameters of the AM's Workplace Health & Safety (WH&S) requirements, which may include manual handling, repetitive bending, kneeling, twisting and/or squatting, and working at heights. Adhere to all obligations, responsibilities, and legislative requirements under current WH&S legislation and regulations, ensuring all areas under supervision are monitored for WH&S risks and hazards and are reviewed regularly, escalating issues promptly to the First Nations Collections & Engagement Manager.

## Key relationships

Who	Why
<b>Internal</b>	
First Nations Collections & Engagement Manager	<ul style="list-style-type: none"> <li>• Report to the Manager to ensure the provision of accurate information, provide assistance in First Nations collections matters, escalate and redirect issues and provide updates as required.</li> </ul>
First Nations Director	<ul style="list-style-type: none"> <li>• Ensure Director has oversight in the governance of collections work, seek advice, manage tight or conflicting deadlines, answer questions and provide updates as required.</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Provides instruction, guidance and support; discusses issues relating to strategic objectives; mentors and supports individual professional development.</li> </ul>
First Nations Division	<ul style="list-style-type: none"> <li>• Participate in meetings, share information, and provide input on issues.</li> <li>• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.</li> </ul>
AM Staff	<ul style="list-style-type: none"> <li>• Provide assistance as required to internal projects across AM Teams and Divisions (including but not limited to Facilities &amp; Building Services, Front of House/Feedback/Ask An Expert, Collections Care &amp; Conservation, Cultural Collections Enhancement Project, and Exhibitions).</li> <li>• Consult with staff to manage tight or conflicting deadlines, participate in meetings and workflow planning as required.</li> <li>• Provide expert guidance to interns and volunteers at the AM.</li> </ul>
Interns, volunteers	<ul style="list-style-type: none"> <li>• Provide physical access and supervision (as per AM volunteer policy and processes), respond to questions, facilitate information in and out of databases.</li> </ul>
<b>External</b>	
Community/stakeholders	<ul style="list-style-type: none"> <li>• Respond to queries, identify needs, provide accurate information, communicate services, and redirect, escalate or resolve issues</li> </ul>

Who	Why
	<ul style="list-style-type: none"> <li>• Provide assistance using knowledge of policies and procedures and cultural capability.</li> </ul>
Contractors	<ul style="list-style-type: none"> <li>• Provide physical access, respond to questions, facilitate information in and out of databases.</li> </ul>

## Role dimensions

### Decision making

This role has limited autonomy. The Senior Collection Officer, First Nations makes decisions under their direct control and refers to the First Nations Collections & Engagement Manager for decisions that require significant change to outcomes or timeframes. The role holder is likely to escalate or require submission to a higher level of management.

This role is accountable for the efficient and appropriate coordination/delegation regarding the delivery of work assignments on time to achieve individual and team deadlines, and to expectations in terms of quality, deliverables and outcomes. The role holder needs to prioritise their daily work schedule (as well as coordinate their direct reports' daily work schedules) accordingly regarding internal requests, targets and directives, and seek clarification from the First Nations Collections & Engagement Manager as required. They need to be able to undertake consultation and research independently, and request data and information from other staff as required for reports and briefings.

### Reporting line

First Nations Collections & Engagement Manager.

### Direct reports

- Cultural Collection Officer, First Nations
- Archaeology Collection Officer, First Nations
- Interns/volunteers, contractors engaged for projects (as applicable).

### Budget/Expenditure

Budgets and expenditure are coordinated by the First Nations Collections & Engagement Manager in accordance with approved Annual Budget and financial delegations and procedures subject to project type and sponsoring business unit.

### Essential requirements

- Appropriate approved tertiary qualifications in a relevant subject area, or relevant equivalent professional practice and research experience.

### Knowledge & Experience

- Experience regarding Aboriginal and Torres Strait Islander arts and cultural practices, including understanding and applying Aboriginal cultural heritage management and cultural protocols.






- An understanding of museum and facility management with respect to operations, presentation, and safety.
- A high level of organisational skills and an understanding of financial, technological, procurement, contract, and project management requirements.
- Experience and demonstrated knowledge of museum practices with respect to collection storage, documentation, research and conservation considerations – including experience in the professional handling, packing, transport, and storage of First Nations objects.
- Demonstrated experience in contemporary collection management practices, including the use of databases such as KE EMu.
- Application of culturally appropriate collection practices, cultural awareness, and terminology in order to perform in processes that are culturally aware and appropriate. Capacity to embed ICIP into work practice.
- Proven record in community consultation, especially with First Nations (Aboriginal and Torres Strait Islander) communities.
- Holds a current full NSW Driver's Licence. The role holder must be prepared to travel between the AM's various sites which holds its collections, and to external stakeholders as needed to support the work of the First Nations Collections & Engagement team.

## 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](http://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	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Adept
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Adept
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Intermediate</b>
 People Management	<b>Manage and Develop People</b>	<b>Foundational</b>
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change.</li> <li>• Give frank and honest feedback and advice.</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment, and respond appropriately.</li> <li>• Raise and work through challenging issues and seek alternatives. Remain composed and calm under pressure and in challenging situations.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices.</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths.</li> <li>• Show commitment to achieving challenging goals.</li> <li>• Examine and reflect on own performance.</li> <li>• Seek and respond positively to constructive feedback and guidance.</li> <li>• Demonstrate and maintain a high level of personal motivation.</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences.</li> <li>• Clearly explain complex concepts and arguments to individuals and groups.</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views.</li> <li>• Share information across teams and units to enable informed decision making.</li> <li>• Write fluently in plain English and in a range of styles and formats.</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences.</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture that recognises the value of collaboration.</li> <li>• Build cooperation and overcome barriers to information sharing and communication across teams and units.</li> <li>• Share lessons learned across teams and units.</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work.</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services.</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes and take responsibility for delivering intended outcomes.</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these.</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines.</li> <li>• Use business data to evaluate outcomes and inform continuous improvement.</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs.</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for.</li> </ul>
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"> <li>• Perform basic research and analysis to inform and support the achievement of project deliverables.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>People Management</b> Manage and Develop People	Foundational	<ul style="list-style-type: none"><li>• Contribute to developing project documentation and resource estimates.</li><li>• Contribute to reviews of progress, outcomes, and future improvements.</li><li>• Identify and escalate possible variances from project plans.</li><li>• Clarify work required, expected behaviours and outputs.</li><li>• Contribute to developing team capability and recognise potential in people.</li><li>• Give support and regular constructive feedback that is linked to development needs.</li><li>• Identify appropriate learning opportunities for team members.</li><li>• Recognise performance issues that need to be addressed and seek appropriate advice.</li></ul>