

# Role Description

## Volunteer & Internship Program

### Coordinator - Museums



Cluster	Department of Enterprise, Investment & Trade
Agency	Museums of History NSW
Division/Branch/Unit	Museum Operations & Visitor Services
Location	Sydney
Classification/Grade/Band	Clerk Grade 5/6
Role Number	VOL001
ANZSCO Code	134499
PCAT Code	119192
Date of Approval	17 May 2023
Agency Website	<a href="http://www.mhnsw.au">www.mhnsw.au</a>

### Agency overview

Museums of History NSW (MHNSW) is an executive agency within the NSW Department of Enterprise, Investment and Trade and reports to the NSW Minister for the Arts. MHNSW is administered under the Museums of History NSW Act 2022.

MHNSW brings together the museums, historic houses and associated collections previously in the care of Sydney Living Museums with the vast collection of more than 13 million items held by the NSW State Archives. This includes one of the world's most complete and important collections documenting colonisation.

Providing greater access to and understanding of our state's rich and varied histories, stories and cultures is paramount to MHNSW with truth-telling and respect at the core of our approach. With a formidable asset base worth \$1.6 billion, we are focused on growing, managing, preserving and providing public access to the State Archives Collection and the objects, materials, buildings, places and stories that shape the historical, social, political and cultural identity of NSW.

MHNSW also operates commercial services that contribute significantly to the organisation's sustainability, including retail, food and beverage, venue hire, commercial records storage, records management, digitisation and consultancy services.

### Primary purpose of the role

Coordinate the engagement of volunteers and interns to enhance public access, knowledge and enjoyment of Museums of History NSW's museums, programs and projects.

## Key accountabilities

- Plan, coordinate and implement recruitment, training and program management related to volunteers and interns at MHNSW's museums.
- Collaborate with the Volunteer Program Coordinator, Collections and the Director, Museum Operations & Visitor Services to review existing and identify new opportunities to develop programs to engage volunteers and interns in the work of MHNSW.
- Implement evaluation of the volunteer and internship program to ensure ongoing quality improvement.
- Create and maintain strong frameworks for communication between MHNSW museums and volunteers/interns to ensure their positive, ongoing engagement with the organisation and its programs.
- Represent MHNSW to volunteer and internship related bodies and report on key issues and trends to ensure responsive programming and identify partnership opportunities for the engagement of volunteers and interns.
- Collect and supply information to the Director, Museum Operations & Visitor Services, in a timely manner in relation to volunteers and internships for reporting purposes.
- Administrate volunteer database to ensure accuracy and security of volunteer records and optimum efficiency of program administration, and provide ongoing support and training for volunteer and staff users of the volunteer database.
- Secure buy-in and support for volunteer and intern engagement across MHNSW museums to facilitate beneficial experiences for all stakeholders.

## Key challenges

- Working as part of a multidisciplinary team to manage the implementation of a multifaceted volunteer and internship program for MHNSW.
- Participating in forward planning to ensure volunteer and internship programs respond to the diverse and changing requirements of MHNSW museums.
- Managing the recruitment, induction and training needs of volunteers and interns to respond to the various requirements of those museums and units where they are based.

## Key relationships

Who	Why
<b>Internal</b>	
Director, Museum Operations & Visitor Services	<ul style="list-style-type: none"> <li>• Receive guidance from regarding recruiting and managing volunteers and interns.</li> <li>• Collaborates with to identify opportunities for volunteers and interns across MHNSW's museums, programs and projects and to deliver strategies that respond to the needs of the agency.</li> </ul>
Volunteer Program Coordinator, Collections	<ul style="list-style-type: none"> <li>• Collaborate with to ensure cohesive organisational approach to the coordination and management of volunteer programs, including volunteer recruitment, communication, recognition and benefits, database management and strategies for volunteer engagement.</li> </ul>
Staff across the agency	<ul style="list-style-type: none"> <li>• Liaise with to secure buy-in and support for volunteer and intern engagement.</li> </ul>
Volunteers and interns	<ul style="list-style-type: none"> <li>• Liaise with to coordinate, recruit, induct and train.</li> <li>• Develop and maintain effective communications and working relationships.</li> </ul>

Who	Why
<b>External</b>	
Cultural Organisations, government, community groups, heritage and history sectors and other relevant organisations.	<ul style="list-style-type: none"> <li>• Liaise with to support the development of volunteerism on issues relating to volunteering and internships.</li> <li>• Liaise with to secure buy-in and supports for volunteers and interns.</li> <li>• Develop and maintain effective communications and working relationships.</li> </ul>

## Role dimensions

### Decision making

This role:

- Takes active ownership of own work.
- Makes day to day decisions relating to work priorities and workload management.
- Consults with supervisor on issues with the potential to escalate or create precedent.
- Refers to supervisor for decisions that require change or fall outside standard guidelines and practice.
- Prioritises and manages multiple tasks and demands including matters with critical turnaround times.
- Develops and fosters efficient lines of communication with all key stakeholders and applies excellent time management skills.

### Reporting line

This role reports to the Director, Museum Operations & Visitor Services.

### Direct reports

Nil

### Budget/Expenditure

As per Financial Delegations.

## Essential requirements

- Significant recent experience or a strong understanding of the development and delivery of successful volunteer and internship programs in cultural institution or similar.
- Strong understanding of the role of volunteering and internships in a cultural institution or similar.
- Ability to develop and deliver recruitment, induction and training for volunteers and interns to fulfil a diverse range of roles in a cultural institution and to create structures to ensure their well-being and integration into a wide range of teams.
- Strong interpersonal skills with the ability to inspire and motivate.
- Strong organisational and administrative skills, including skills in software related to data management.
- Ability to manage lifting, carrying, standing, kneeling and moving around heritage sites in both internal and external environments is a genuine occupational requirement.
- Willingness to work across MHNSW sites and ability to travel to multiple locations.
- Current NSW Driver's Licence.

## 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	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Intermediate</b>

## 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> 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>	Intermediate	<ul style="list-style-type: none"> <li>Focus on key points and speak in plain English</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Communicate Effectively		<ul style="list-style-type: none"> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>Promote the use of inclusive language and assist others to adjust where necessary</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Write and prepare material that is well structured and easy to follow</li> <li>Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering high-quality customer-focused services</li> <li>Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers</li> <li>Use data and information to monitor and improve customer service delivery</li> <li>Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant customers within the community</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>Take responsibility and be accountable for own actions</li> <li>Understand delegations and act within authority levels</li> <li>Identify and follow safe work practices, and be vigilant about their application by self and others</li> <li>Be alert to risks that might impact the completion of an activity and escalate these when identified</li> <li>Use financial and other resources responsibly</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Use available technology to improve individual performance and effectiveness</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"><li>• Perform basic research and analysis which others will use to inform project directions</li><li>• Understand project goals, steps to be undertaken and expected outcomes</li><li>• Prepare accurate documentation to support cost or resource estimates</li><li>• Participate and contribute to reviews of progress, outcomes and future improvements</li><li>• Identify and escalate any possible variance from project plans</li></ul>

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