

Role Description

Members Assistant



Role Description Fields	Details
Cluster	Enterprise, Trade & Investment
Department/Agency	Australian Museum
Division/Branch/Unit	Marketing, Communications & Partnerships / Marketing and Memberships
Role number	50000438
Classification/Grade/Band	Clerk Grade 1/2
Senior executive work level standards	N/A
ANZSCO Code	639911
PCAT Code	1337292
Date of Approval	April 2023
Agency Website	https://australian.museum/

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, 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](https://australian.museum/).

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 Members Assistant maintains membership information in the Australian Museum's database and provides office management and administrative support to the Members team. The role ensures the efficient processing of memberships, payments and details, provides customer service and support to Members of

the Australian Museum and is responsible for the day-to-day administration and financial processing for the team. The role also provides assistance with communications, events and functions for Members.

Key accountabilities

- Deliver outstanding customer service to Members of the Australian Museum and the public
- Maintain membership information in the Customer Relationship database
- Ensure efficient processing of memberships, payments and event details
- Coordinate membership renewals and the day-to-day administration and financial processing for the unit
- Develop and maintain relationships with current and prospective Members
- Provide assistance with communications, events and functions managed by the unit

Key challenges

- Prioritising competing demands and ensuring timely processing of membership payments and information
- Providing outstanding customer service to a high number of enquiries from Members and the public

Key relationships

Internal

Who	Why
Marketing & Memberships	<ul style="list-style-type: none">• Provide support to the team• Deliver outstanding customer service to Members and the public
Membership Coordinator	<ul style="list-style-type: none">• Receives supervision on deliverables and first escalation point on operational concerns.
Marketing, Communication and Partnerships Division	<ul style="list-style-type: none">• Foster communication and collaboration within the Division
Other AM business units	<ul style="list-style-type: none">• Ensure support for membership activities, programs and events

External

Who	Why
Members	<ul style="list-style-type: none">• Provide outstanding customer service and support• Maintain and foster positive relationships
Contractors and suppliers	<ul style="list-style-type: none">• Coordinate contractors required to deliver programs and events

Role dimensions

Decision making

- Responsible for the quality and integrity of information. Refer matters that require a wider range of knowledge of expertise to team leader or work team. Exercises good judgement at all times.
- Is accountable for the processing and day to day administration of the unit and providing customer service to the Members of the Australian Museum.

Reporting line

This role reports to the Head of Marketing and Memberships

Direct reports

Nil

Budget/Expenditure

Budgets and expenditure are in accordance with approved Annual Budget and financial delegations and procedures subject to project type and sponsoring business unit.

Key knowledge and experience

- Experience in delivering a high standard of customer service
- Experience in general administration, financial processing and using a CRM or database to manage customer relationships and communications

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

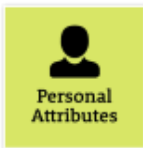
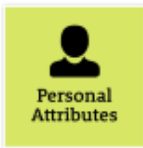
The capabilities are separated into focus capabilities and complementary capabilities



Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.







Focus capabilities







Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be open to new ideas and approaches• Offer own opinion, ask questions and make suggestions• Adapt well to new situations• Do not give up easily when problems arise• Stay calm in challenging situations	Foundational
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Adapt existing skills to new situations• Show commitment to achieving work goals• Show awareness of own strengths and areas for growth, and develop and apply new skills• Seek feedback from colleagues and stakeholders• Stay motivated when tasks become difficult	Intermediate

 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers 	Intermediate
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek clarification when unsure of work tasks • Complete own work tasks under guidance within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks 	Foundational

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities. Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational

	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational