

Role Description

Donor and Government Affairs Coordinator



Cluster	NSW Department of Premier and Cabinet
Agency	Australian Museum
Division/Branch/unit	Public Affairs & Development
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 3/4
Kind of Employment	Ongoing
ANZSCO Code	591115
Role Number	TBC
PCAT Code	1227221
Date of Approval	TBC
Agency Website	australianmuseum.net.au

Overview

The Australian Museum (AM) operates within the NSW Department of Premier and Cabinet, 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 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](http://australianmuseum.net.au).

Primary purpose of the role

The Donor and Government Affairs Coordinator provides effective administrative and support services to facilitate the smooth day-to-day operations of the Public Affairs & Development division. This role requires a high attention to detail, some relationship management, thanking and acknowledging donors and maintaining and updating donor information. The position includes liaison and coordination within the team and other AM departments to respond and collate information for external stakeholders particularly key Government stakeholders.

Key accountabilities

- Deliver Development team business and financial administrative services including monitoring and recording budget expenditure; revenue tracking across AM and AMF accounts; complete routine financial transactions and purchasing services, report and receipt donations received; preparing and sending acknowledgement letters and ensuring financial records are maintained

- Coordinate administrative duties for the division such as diary management of the Director, scheduling meetings, minute taking, record management, event coordination, travel arrangements, drafting correspondence and maintaining the CRM system
- Collect and compile information and draft reports for the Minister's office including preparing materials for parliamentary sitting periods, ministerial briefings, and ad-hoc reports relative to the NSW Government's key priorities and cultural funding projects.
- Prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and inform decision making through the Museum
- Participates and contributes to projects, demonstrates initiative through research and analysis and manages time to achieve project goals

Key challenges

- Delivering multiple administrative support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues and provide updates
Work team	<ul style="list-style-type: none"> • Participate in meetings, share information and provide input on issues
Australian Museum staff	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
Corporate Services & Senior Executive Leadership Team	<ul style="list-style-type: none"> • Liaising, providing support and showing updates
External	
Government agencies; Donors	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

Role dimensions

Decision making

Nil

Reporting line

Director, Public Affairs & Development

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Relevant tertiary qualifications in business, communications, marketing and event management or a related field or equivalent work experience
- Computer literacy in Microsoft office suite products essential

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
 Personal Attributes	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 flexible and adaptable and respond quickly when situations change• Offer own opinion and raise challenging issues• Listen when ideas are challenged and respond appropriately• Work through challenges• Remain calm and focused in challenging situations	Intermediate
	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	
 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	Intermediate




		<ul style="list-style-type: none"> 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 	
	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 	
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates Contribute to reviews of progress, outcomes and future improvements Identify and escalate possible variances from project plans 	Intermediate

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate

 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	
 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	
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate