Role Description
Support Officer, Collection Services

Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Museums of History NSW
Division/Branch/Unit	Collections Division/Collection Services
Location	Sydney
Classification/Grade/Band	Clerk Grade 3/4
Role Number	50073786
ANZSCO Code	512111
PCAT Code	1337291
Date of Approval	
Agency Website	www.mhnsw.au

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

Supervise the administration, completion and quality control of the Public, Agency and internal retrieval service.

Key accountabilities

- Ensure the logistics, location recording and documentation tasks for the movement and retrieval of State Archives to ensure that the Collection is accurately recorded in the controlling system.
- Responsible for the rectification or escalation of complex errors or discrepancies found in collection control guides.
- Develop and oversee staff and rostering to ensure Public, agency and internal retrieval services are performed according to the required service levels.
- Undertake end of month agency retrieval reconciliations and maintain reading room retrieval statistics
- Develop training guides and procedures for staff to assist in the use of specialised programs such as Axiell and RS-SQL required for retrieval services and lead that training.
- Coordinate activities with the GRR Digital Services Section to ensure timely delivery of images to agencies.
- Collaborate with manager to allocate resources to undertake tasks for the maintenance of the physical library resources held at the Western Sydney Records Centre.
- Work with teams from other sections of the organisation when new projects are implemented that require the movement of materials.

Key challenges

- Prioritising a high volume of work, ensuring customer/client expectations are set and managed and access provision is facilitated and maximised.
- Ensuring adequate and appropriate staffing in order to optimise the delivery of high-quality Collection services and their requisite approvals.
- Investigating and resolving complex retrieval queries to address and rectify any issues in a prompt and efficient manner.

Key relationships

Who	Why
Internal	
Senior Advisor, Collection Logistics and Valuation	- Receive advice, guidance and work allocation - Provide feedback and seek resolution of issues.
Lead Archivist Collection Services	Collaborate with to receive feedback, task direction and advice.
Support Officer Engagement & Access Services	Collaborate with to receive feedback, task direction and advice.
Archive Administrators	- Checks work for accuracy, rosters staff to achieve coverage of all service delivery areas. - Provide guidance and feedback to support and develop.
External	
Public Offices	Negotiate regarding requests and delivery of material

Role dimensions

Decision making

This role

- Has autonomy and makes decisions that are under their direct control and refers to a Supervisor for decisions that require a higher degree of complexity.
- Is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.
- Maintains and adds to agency retrieval customer account details.

Reporting line

This role reports to the Senior Advisor, Collection Logistics and Valuation.

Direct reports

The following roles report to the Support Officer, Collection Services:

- Archive Administrator x 7

Budget/Expenditure

As per Financial Delegations

Essential requirements

- Demonstrated supervisory experience.

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**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
  Results	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
  Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational
  People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Intermediate
	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**
Personal Attributes Manage Self	Intermediate	• 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 • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions

Group and Capability	Level	Behavioural Indicators
		• Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
		•
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Manage and Develop People	Intermediate	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues