Role Description
Volunteer Program Coordinator, Collections

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	VOL002
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	17 May 2023
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

Coordinate the engagement of volunteers and tertiary student placements to improve and increase accessibility, documentation, preservation and public engagement with the State Archives Collection.

Key accountabilities

- Manage the Volunteer program and its workforce (including their wellbeing, safety, induction and the provision of feedback) and oversee work package selection, performance and evaluation.

- Identify and develop ways to expand and extend the Volunteer program and its contribution.
- Identify and develop new processes and procedures to improve Volunteer contributions.
- Implement and manage Collection handling/movement/storage/Conservation referral processes.
- Develop, manage and report on Volunteer projects to support the Collections Services and Access Services teams for record listing, indexing, access and preservation work.
- Promote the Program and recruit, train and supervise volunteers in accordance with MHNSW values and policies, and the principles of the International Association of Volunteer Effort.
- Plan and organise Volunteer reward and recognition program.
- Supervise and monitor each project, in consultation with relevant staff supervisors, to ensure that work progresses as planned, that output targets and quality standards are met, and that Volunteers receive appropriate guidance and feedback as their projects progress.

Key challenges

- Identifying new areas and opportunities to expand the scope of volunteer services within the business
- Working within guidelines to recruit volunteers whose skills and interests match the values and priorities of the organisation.
- Dealing with the complex practicalities of rostering/supervising, monitoring and encouraging volunteers with varied skills and experience.

Key relationships

Who	Why
Internal	
Director, Museum Operations and Visitor Services	- Take guidance and advice to maximise programming/access outcomes - Resolve any major problems and ensure the smooth running of the Program. - Identifying feasible ways to expand/extend the program. - Collaborate with to review existing and identify new opportunities to engage volunteers in the work of MHNSW.
Other Collection Services and Access Services Managers & Staff	Regular contact relating to the selection, management and intended outcomes of projects.
Volunteer & Internship Program Coordinator, Museums	- 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.. - Collaborate with to review existing and identify new opportunities to engage volunteers in the work of MHNSW.
Volunteers & tertiary students	- Daily contact through work visits, discussions on specific projects, newsletters, telephone and email contact to provide information, guidance and to monitor work. - Coordinate the placement of tertiary students

Who	Why
External	
Volunteer programs throughout the volunteering sector, including archives and cultural institutions	• Establish and maintain contact to exchange information on best practice, keep up to date with developments and cooperate in resolving common issues

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.
- Develops and fosters efficient lines of communication with all key stakeholders and applies excellent time management skills.
- Is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

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

Direct reports

Nil. However, this role has overall responsibility for the supervision of Volunteers.

Budget/Expenditure

As per Financial Delegations.

Essential requirements

- Significant recent experience or a strong understanding of the development and delivery of successful volunteer programs in cultural institution or similar.
- Strong understanding of the role of volunteering in a cultural institution or similar.
- Experience working with or an understanding of Collection documentation and indexing projects.
- Ability to develop and deliver recruitment, induction and training for volunteers to fulfil collection and conservation roles in a cultural institution and to create structures to ensure their well-being.
- 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 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.

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

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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
	Manage Self	**Intermediate**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Adept**
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	**Intermediate**

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

NSW Public Sector Capability Framework		
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
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
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
Business Enablers Project Management	Intermediate	• Perform basic research and analysis to inform and support the achievement of project deliverables

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Group and Capability	Level	Behavioural Indicators
		• 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