

Role Description

Pasifika Collection Officer, First Nations



Cluster	Enterprise, Investment & Trade
Agency	Australian Museum
Division/Branch/Unit	First Nations/ Pasifika Collections & Engagement
Role Number	51003287
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	November 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 and 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](#).

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 Pasifika Collection Officer, First Nations is an identified position responsible for the engagement, interpretation, research, tracking, logistics, storage and housing, and handling aspects of the Australian Museum's Pasifika Collections which are located across several AM sites. The role will work with Pasifika communities through consultations and collaboration on research, projects, and online content to ensure the

information shared is culturally appropriate, community-led and enriches the care and understanding of the collection.

The Pasifika Collections Officer utilises collections management systems to contribute to the accessibility of the Pasifika Collections. They will assist in the movement of objects to facilitate the reproduction of images of collection items for internal or external purposes, and provide information/drafting assistance for attributions, copyright and commercial arrangements.

This role also administers appropriate access for contractors, community stakeholders, researchers and interns/volunteers, as appropriate and approved by Pasifika and First Nations management.

Key accountabilities

- Develop and maintain a comprehensive knowledge of the AM's Pasifika Collections, which involves upholding cultural protocols, including Indigenous Cultural & Intellectual Property (ICIP) considerations.
- Administer the protection and maintenance of objects within the Pasifika Collections across the various AM sites, ensuring their integrity so that objects are conserved for future generations under the guidance of management. This role may be required to act as an object recipient and courier on behalf of the AM.
- Arrange access to the Pasifika Collections, keep records and give updates on access statistics for reports as required.
- Collect and compile information to assist in the preparation of documentation and correspondence in line with organisational requirements, to support information flow. Update and maintain records and databases used at the AM, complying with collections management systems and processes.
- Contribute to increased awareness of the Pasifika Collections and related AM exhibitions, ensuring interpretation is accurate and appropriate. This includes through drafting responses to the public, content development and communication, preparing research, participation in projects and programs, and other forms of public engagement to relevant First Nations communities and other stakeholders. This role will assist with the Wansolmoana Connect Officer regarding related work.
- Compile information to inform decision making, by assisting with Pasifika exhibition object selection, collaboration on Collections Care & Conservation (CC&C) initiatives, and other collections matters as required by management as part of their coordination of this role's workflow.
- Undertake community consultation to ensure objects are accurately and appropriately represented within the AM where appropriate.
- Support the work of the Pasifika Collections & Engagement team and First Nations Division by undertaking other relevant duties as directed (consistent with skills, competency and training), on a range of administrative duties relating to collections matters, including but not limited to servicing contracts, internal and external object loans, working with relevant project officers, raising purchase orders and processing invoices.

Key challenges

- Work in a fast paced and complex environment and deliver multiple collection activities and targets across sites in line with agreed collection management standards, timeframes, budgets, and the need to maintain accuracy and attention to detail.
- Ensuring ethical and culturally appropriate processes are followed by internal and external stakeholders when accessing AM's Pasifika Collections in all transactions and dealings to maintain the AM's professional reputation. Ensure statutory and legislative requirements are adhered to and implement effective risk management procedures.

- This role may require the role holder to carry out physical tasks within the parameters of the AM's Workplace Health & Safety (WH&S) requirements, which may include manual handling, repetitive bending, kneeling, twisting and/or squatting, and working at heights. Adhere to all obligations, responsibilities, and legislative requirements under current WH&S legislation and regulations, ensuring all areas under supervision are monitored for WH&S risks and hazards and are reviewed regularly, escalating issues promptly to the Senior Collection Officer, Pasifika Collections & Engagement and the Manager, Pasifika Collections & Engagement.

Key relationships

Who	Why
Internal	
Senior Collection Officer, Pasifika Collections & Engagement	<ul style="list-style-type: none"> • Report to Senior Collection Officer to ensure the provision of accurate information, provide assistance in Pasifika collections matters, escalate and redirect issues, manage tight or conflicting deadlines, answer questions, and provide updates as required.
Manager, Pasifika Collections & Engagement	<ul style="list-style-type: none"> • Ensure Manager has oversight in the governance of Pasifika Collections work, seek advice, escalate and redirect issues, answer questions and provide updates as required.
Director, First Nations	<ul style="list-style-type: none"> • Ensure Director has oversight in the governance of collections work, seek advice, manage tight or conflicting deadlines, answer questions and provide updates as required.
Pasifika Collections & Engagement and Cultural Collections Enhancement Project Teams	<ul style="list-style-type: none"> • Participate in meetings, share information, and provide input on issues.
First Nations Division	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.
AM Staff	<ul style="list-style-type: none"> • Provide assistance as required to internal projects across AM Teams and Divisions (including but not limited to Collections Care & Conservation, Cultural Collections Enhancement Project, Wansolmoana Connect Officer, Exhibitions, Facilities & Building Services, Front of House/Feedback/Ask An Expert). • Consult with staff to manage tight or conflicting deadlines, participate in meetings and workflow planning as required. • Provide expert guidance to interns and volunteers at the AM.
Interns, volunteers	<ul style="list-style-type: none"> • Provide physical access and supervision (as per AM volunteer policy and processes), respond to questions, facilitate information in and out of databases.
External	
Community/stakeholders	<ul style="list-style-type: none"> • Respond to queries, identify needs, provide accurate information, communicate services, and redirect, escalate or resolve issues • Provide assistance using knowledge of policies and procedures and cultural capability.
Contractors	<ul style="list-style-type: none"> • Provide physical access, respond to questions, facilitate information in and out of databases.

Role dimensions

Decision making

This role has limited autonomy. The Pasifika Collections Officer, First Nations makes decisions under their direct control and refers to the Senior Pasifika Collection Officer, First Nations for decisions that require significant change to outcomes or timeframes. The role holder, or their supervisor, is likely to escalate or require submission to a higher level of management, including to the Manager, Pasifika Collections & Engagement.

Reporting line

Senior Pasifika Collections Officer, First Nations.

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.

Essential requirements

- Pacific Islander descent - Pacific Islander descent is a genuine occupational qualification and is authorised under section 14(d) of the Anti-Discrimination Act 1977
- Appropriate approved tertiary qualifications in a relevant subject area, or relevant equivalent professional practice and research experience.

Knowledge & Experience





- Experience regarding Pasifika arts and cultural practices, including understanding and applying Pasifika cultural heritage management and cultural protocols.
- Proven ability to develop and care for cultural collections of high quality, including the ability to recognise the quality of objects, their conditions, provenance, and authenticity.
- Demonstrated experience in contemporary collection management practices, including the use of databases such as KE EMu or similar.
- Data manipulation and database skills, including data entry, data clean up, Excel proficiency, and file management.
- Experience in the professional handling, packing, transport and storage of cultural objects.
- Application of culturally appropriate collection practices, cultural awareness, and terminology in order to perform in processes that are culturally aware and appropriate. Capacity to embed ICIP into work practice.
- Proven record in community consultation, especially with Pasifika communities in the Pacific region as well as in diaspora communities in Australia.
- Holds a current full NSW Driver's Licence. The role holder must be prepared to travel between the AM's various sites which holds its collections, and to external stakeholders as needed to support the work of the Pasifika Collections & Engagement team.

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	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 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

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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice. Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> • 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 • 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	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

NSW Public Sector Capability Framework

Group and Capability

Level

Behavioural Indicators

- Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies