

# Role Description

## Cultural Collection Officer

### First Nations



Cluster	Department of Premier and Cabinet
Agency	Australian Museum
Division/Branch/Unit	First Nations
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 3/4
Kind of Employment	Ongoing Full Time
ANZSCO Code	311413
Role Number	50000860
PCAT Code	1119192
Date of Approval	March 2022
Agency Website	<a href="https://australian.museum/">https://australian.museum/</a>

### Agency overview

The Australian Museum (AM) is located on the traditional homelands of the Gadigal people. The AM acknowledges and pays homage to the Gadigal people as the Traditional Owners and custodians of the land, sky and waterways, paying respect to Elders past and present.

The AM operates within the NSW Department of Premier & 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, 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](#).

### Primary purpose of the role

The Cultural Collection Officer, First Nations is responsible for the engagement, interpretation, research, tracking, logistics, storage and housing, and handling aspects of the Australian Museum's First Nations Cultural Collections which are located across several AM sites. The role utilises collections management systems to contribute to the accessibility of the First Nations 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 facilitates appropriate access for contractors and if applicable interns/volunteers (as appropriate and approved by the Manager, First Nations Collections & Engagement) to the First Nations Cultural Collections on a regular basis (may include early starts), visits from First Nations community members and approved external stakeholders seeking to access the First Nations Cultural Collections.

## **Key accountabilities**

- Develop and maintain a comprehensive knowledge of the AM's First Nations Cultural Collections, which involves upholding cultural protocols, including Indigenous Cultural & Intellectual Property (ICIP) considerations.
- Under the direction of the Manager, First Nations Collections & Engagement, oversee the protection and maintenance of objects within the First Nations Cultural Collections across the various AM sites, ensuring their integrity so that objects are conserved for future generations. This role may be required to act as an object recipient and courier on behalf of the AM.
- Facilitate access to the First Nations Cultural Collections, keep records and give updates on access statistics for reports as required.
- In liaison with the Registrar, Cultural Collections, collect and compile information to assist in the preparation of documentation and correspondence in line with collection management procedures and 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 First Nations Cultural Collections, ensuring interpretation is accurate and appropriate. This includes through 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.
- Compile information to inform decision making, by assisting with First Nations exhibition object selection, collaboration on Collections Care & Conservation (CC&C) initiatives, and other collections matters as required and instructed by the Manager, First Nations Collections & Engagement.
- As overseen by the Manager, First Nations Collections & Engagement, undertake community consultation to ensure objects are accurately and appropriately represented within the AM.
- Support the work of the First Nations Collections and First Nations Division by undertaking other relevant duties as directed (consistent with skills, competency and training), through assisting the Manager, First Nations Collections & Engagement on a range of administrative duties relating to collections matters, including but not limited to raising purchase orders and processing invoices.

## **Key challenges**

- Maintain custodial care whilst supporting the Manager, First Nations Collections & Engagement 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 the AM's First Nations Cultural 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 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 Manager, First Nations Collections & Engagement.

## Key relationships

Who	Why
<b>Internal</b>	
Manager, First Nations Collections & Engagement	<ul style="list-style-type: none"> <li>• Report to Manager to ensure the provision of accurate information, provide assistance in First Nations collections matters, escalate and redirect issues and provide updates as required.</li> </ul>
Registrar, Cultural Collections	<ul style="list-style-type: none"> <li>• Liaise with Registrar to give them the information they need to manage documentation associated with the First Nations Cultural Collections (including but not limited to processing and actioning various collections records management and documentation functions).</li> </ul>
First Nations Director	<ul style="list-style-type: none"> <li>• Ensure Director has oversight in the governance of collections work, seek advice, manage tight or conflicting deadlines, answer questions and provide updates as required.</li> </ul>
First Nations Collections & Engagement and Digitisation Teams	<ul style="list-style-type: none"> <li>• Participate in meetings, share information, and provide input on issues.</li> </ul>
First Nations Division	<ul style="list-style-type: none"> <li>• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.</li> </ul>
AM Staff	<ul style="list-style-type: none"> <li>• Provide assistance as required to internal projects across AM Teams and Divisions (including but not limited to Collections Care &amp; Conservation, Digitisation, and Exhibitions).</li> <li>• Consult with staff to manage tight or conflicting deadlines, participate in meetings and workflow planning as required.</li> <li>• Provide expert guidance to interns and volunteers at the AM.</li> </ul>
Interns, volunteers	<ul style="list-style-type: none"> <li>• Provide physical access and supervision (as per AM volunteer policy and processes), respond to questions, facilitate information in and out of databases.</li> </ul>
<b>External</b>	
Community/stakeholders	<ul style="list-style-type: none"> <li>• Respond to queries, identify needs, provide accurate information, communicate services, and redirect, escalate or resolve issues</li> <li>• Provide assistance using knowledge of policies and procedures and cultural capability.</li> </ul>
Contractors	<ul style="list-style-type: none"> <li>• Provide physical access, respond to questions, facilitate information in and out of databases.</li> </ul>

## Role dimensions

### Decision making

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

This role is accountable for the delivery of work assignments on time to achieve individual and team deadlines, and to expectations in terms of quality, deliverables and outcomes. The role holder needs to prioritise their daily work schedule accordingly regarding internal requests, targets and directives, and seek clarification from the Manager, First Nations Collections & Engagement as required. They need to be able to undertake consultation and research independently, and request data and information from other staff as required for reports and briefings.

### Reporting line

Manager, First Nations Collections & Engagement.

### Direct reports

Nil.

### Budget/Expenditure

Nil.

## Essential requirements

- Aboriginal and/or Torres Strait Islander descent. Aboriginality/Torres Strait Islander is a genuine occupational qualification and is authorised under section 14(d) of the *Anti-Discrimination Act 1977* (NSW).
- Appropriate approved tertiary qualifications in a relevant subject area, or relevant equivalent professional practice and research experience.
- An understanding of Aboriginal and Torres Strait Islander arts and cultural practices, including Aboriginal 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.
- 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 First Nations Collections team.

## Knowledge & Experience

- Demonstrated experience in contemporary collection management practices, including the use of databases such as KE EMu.
- Experience in the professional handling, packing, transport and storage of cultural objects.





- Understanding 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 First Nations, Pasifika, and/or CALD (cultures and languages other than English) communities.
- Adequate knowledge and experience in order to deliver the key Accountabilities and perform to the Focus Capabilities outlined in this Role Description.

## 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](http://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	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Foundational</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	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
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback/advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback/advice. Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Relationships</b> Communicate Effectively	Foundational	<ul style="list-style-type: none"> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>• Make effective use of records, information and knowledge management functions and systems</li><li>• Understand and comply with information and communications security and acceptable use policies</li><li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li></ul>

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