

Role Description

Divisional Coordinator & Administrative Assistant, First Nations



Cluster	Enterprise, Investment & Trade
Agency	Australian Museum
Division/Branch/unit	First Nations
Role Number	51004187
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	591115
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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 Divisional Coordinator & Administrative Assistant, First Nations delivers the administration and coordination of the First Nations Division and Director, First Nations' office. This role supports the Director, First Nations to achieve organisational objectives by assisting with workflows, scheduling and correspondence, in accordance with the AM's Corporate Strategic Priorities by liaising with internal and external stakeholders, organising events, managing reporting and filing systems and coordinating key projects and activities for the First Nations Division.

Key accountabilities

- Support the Director, First Nations in ensuring that items for the Director's attention and approval are escalated and actioned in a timely manner, supporting effective information flow; managing Director's calendar, screening calls and scheduling meetings; updating and maintaining records and databases; filing both hard and electronic documents, complying with administrative systems and processes; and ensuring that all information is accurate, stored correctly, and accessible.
- Prepare and draft written work, documentation, research and analysis on behalf of the Director, First Nations to help inform decision making, including but not limited to: notes and other copy for speeches, presentations, media releases, and meetings, etc.; correspondence; PowerPoint presentations; update/progress reports (Divisional, Trust, government, financial and data-related) etc., executing to a timely and high standard, with excellent attention to detail.
- Respond to enquiries directed towards the Director, First Nations, escalating and redirecting issues as needed, to ensure the prompt provision of accurate information. In particular: responding to received feedback (internal through the Divisional inbox and external through public enquiries, etc.) and escalate as required, ensuring that communications are appropriately lodged/logged in systems and processes as required (e.g. Tessitura), including information dissemination and regularly reporting to relevant parties as required.
- Keep relevant records and information up to date for effective operation of the First Nations Division, including: ensuring that State and Federal Government and key stakeholder (including First Nations communities) contact details, stakeholder engagement details and guest lists are regularly maintained and updated for the Division.
- Assist in organising of Director, First Nations and AM events as needed, including drafting of event briefing notes, managing invitations and guest lists, and liaising with other departments to ensure the smooth planning and delivery of events.
- Ensure a well-organised office space, maintaining office supplies, setting up meeting rooms, greeting visitors, and organising catering and refreshments as required. This includes assisting in liaising and communicating with Aboriginal, Torres Strait Islander, and Pasifika stakeholders to ensure their needs are addressed, and to support the work across the First Nations Division, including: collections, exhibitions, programs, events, marketing/communications/media, partnerships and development, educations, and digitisation (e.g. Cultural Collections Enhancement Project – CCEP).
- Complete routine financial transactions and purchasing services, including but not limited to contract and invoice payment processing, licensing. Ensuring compliance with agency standards and procedures. Develop and acquit government, corporate, and donor-funded grants and reports as required.
- Provide some assistance to Head of First Nations Collections & Research and Head of Pasifika Collections & Engagement, as appropriate and approved by the Director, First Nations.

Key challenges

- Delivering multiple administrative support services and activities in line with agreed standards, procedures, timeframes, and milestones; given tight timings and the need to maintain confidentiality, and ensure accuracy and attention to detail.
- Managing a fast-paced and dynamic work environment: multi-tasking and demonstrating the ability to shift/adapt priorities and organise resources quickly when instructed.
- Understanding and navigating the sensitivities between First Nations peoples and collecting institutions. Demonstrate a thorough knowledge of the AM's First Nations services provided and relay this information to stakeholders internally and externally. Ensure the First Nations Division's operations align with Government standards and policies across its activities.

Key relationships

Who	Why
Internal	
First Nations Director	<ul style="list-style-type: none">• Take direction from, and report to the Director, seek feedback and advice.• Provide a range of administrative and other support as required.

Who	Why
	<ul style="list-style-type: none"> Escalate and redirect issues as required; assist in proposing solutions; ensure the provision of accurate information; receive guidance and provide regular updates on key projects, issues, and priorities. Manage tight or conflicting deadlines. Participate in discussions and decisions.
First Nations Division	<ul style="list-style-type: none"> Facilitate divisional meetings and communication Work collaboratively with divisional colleagues; request data and information for reports and projects Participate in meetings, share information, and provide input on issues
Executive Leadership Team, Divisional Heads, Trustees	<ul style="list-style-type: none"> Support an effective flow of information, producing reports, and seek clarification where needed. Assist in providing advice and responses. Liaising, providing support, escalating issues as required.
Contractors or casuals brought on board for projects	<ul style="list-style-type: none"> Ensure project delivery
Australian Museum Staff	<ul style="list-style-type: none"> Respond to queries, communicate services and redirect, escalate, or resolve issues
External	
Federal, State, and Local Government and their respective agencies, including but not limited to: Heritage NSW, Office of the Arts and Minister for the Arts, and Aboriginal Affairs Office, City of Sydney Council.	<ul style="list-style-type: none"> Develop, deliver, and acquit grant funding and proposals. Assist in providing information, copy, or advice. Develop and maintain effective working relationships and open channels of communication.
Aboriginal, Torres Strait Islander and Pasifika communities	<ul style="list-style-type: none"> Respond to requests, negotiate, and facilitate access to First Nations staff and collections. Develop and maintain effective working relationships and open channels of communication.
External stakeholders who interact with the Director, First Nations, including but not limited to: other cultural institutions, industry bodies, education institutions and universities, community groups, NGOs, researchers.	<ul style="list-style-type: none"> Respond to enquiries, identify needs, communicate services, and redirect, escalate or help resolve issues. Direct people to policies and procedures.

Role dimensions

Decision making

This role has limited autonomy and makes decisions under their direct control and refers to the Director, First Nations for decisions that require significant changes to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables, and outcomes.

Reporting line

Director, 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.

Knowledge and Experience

- Excellent attention to detail and proof-reading skills, strong written and verbal communication skills.
- Strong proficiency in Microsoft suite products and other administrative-related software programs. Ability to use spreadsheets, graphing, tables, calculations, and automation efficiently to process large quantities of data relevant to business tasks.
- Customer-focused and ability to build and maintain strong working relationships with internal and external stakeholders at all levels.
- NSW Driver's licence and willingness to work across three Australian Museum locations across the Sydney region. Flexible hours as needed.
- Experience working with Aboriginal, Torres Strait Islander, and/or Pasifika peoples and communities is desirable.
- Relevant professional administrative experience in corporate settings, preferably being an executive assistant to a senior leader.

Essential requirements

- Appropriate approved tertiary qualifications in business administration or relevant subject area, or relevant equivalent professional experience.

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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Seek and respond positively to constructive feedback Demonstrate a high level of personal motivation 	Adept
	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives	<ul style="list-style-type: none"> Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs Seek participation from others who may have different backgrounds, perspectives and needs Be open to different perspectives and experiences in generating ideas and solving problems Adapt well in diverse environments Respond constructively to feedback regarding observations of bias in language or behaviour 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> 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 Connect and collaborate with relevant stakeholders within the community 	Adept
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes, and standards Take the initiative to progress and deliver on own and teamwork Contribute to the allocation of responsibilities and resources to ensure achievement of team goals Seek and apply specialist advice when required 	Intermediate
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technologies Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communication security and acceptable use policies 	Intermediate

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support Contribute to reviews of progress, outcomes, and future improvements Identify and escalate any 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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	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	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 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	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 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	Foundational