

Role Description

Divisional Coordinator



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Australian Museum
Division/Branch/unit	The Office of the Director and CEO; The Office of Chief of Staff; Corporate Services
Classification/Grade/Band	Clerk Grade 3/4
Role Number	50051880; 51008217; 51007973
ANZSCO Code	531111
PCAT Code	1227221
Date of Approval	September 2024
Agency Website	www.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 Creative Industries, Tourism, Hospitality and Sport 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 provides administrative and support services to facilitate the operations of their assigned division and collaborates effectively with other divisions. Also liaises with other internal and external stakeholders on behalf of the relevant Division and is an active participant in Australian Museum projects.

Key accountabilities

- Provide a range of administrative and support services, including records management, routine correspondence, meeting and event coordination, to support the effective operation of the team/unit.
- Collect and compile information, prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and inform decision making.
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures.
- Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information.
- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.
- Participates and contributes to projects, demonstrates initiative through research and analysis and manages time to achieve project goals.
- Relevant duties as listed below.

The Office of the Director and CEO

- Research and draft documentation on behalf of the Director and CEO, including the weekly all-staff newsletter, presentations and correspondence, executing to a high standard and with excellent attention to detail.
- Tessitura CRM system key user for the Director & CEO's Office, including list management and ensuring that key stakeholder contact details and engagement records are kept up to date.
- Support delivery of Director & CEO's Office and organisation-wide events as needed, including drafting of event briefing notes, coordinating Director & CEO's guest lists, and liaising with other departments to ensure the smooth planning and delivery of events.
- Coordinate charity requests, VIP gifts and merchandise for the Director and CEO's Office, run errands for the Director and CEO as required.
- Provide general office support including greeting guests, setting up meeting rooms, organising coffees and lunches, supporting the Senior Executive Assistant in ensuring that items for the Director & CEO's approval are escalated and actioned in a timely manner.
- Provide cover for the Senior Executive Assistant during leave periods as required.

The Office of Chief of Staff

- Executive administrative support including diary management, expenses and other ad-hoc duties for the Director, Strategy and Chief of Staff
- Research and draft documentation on behalf of the Director, including presentations and correspondence, executing to a high standard and with excellent attention to detail
- Ensure that items for the Director approval are escalated and actioned in a timely manner.
- Managing small projects and undertaking simple research, analysis and reporting as required.

Corporate Services

- Assist with updating budget and forecasting for the Division.
- Provide project and operational support, as required, including monitoring and reporting on plans, milestones, deliverables and performance.

- Provide support for management practice and corporate services within the Museum, including system support and administration of project and reporting systems and tools (for example, Monday.com).
- Provide activity coordination and program reporting and contribute to planning and delivering outcomes.

Key challenges

- Delivering multiple administrative support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail
- Managing a fast paced and dynamic work environment.

Key relationships

Who	Why
Internal	
Director	<ul style="list-style-type: none"> • Escalate issues and provide regular updates
Division	<ul style="list-style-type: none"> • Participate in divisional meetings, share information and provide input on issues. • provide support across a wide range of project strands and work with all members of the unit
Australian Museum staff	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
Divisional coordinators and the Senior Executive Leadership Team	<ul style="list-style-type: none"> • Liaising, providing support and showing updates
External	
Customers/suppliers/clients	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

Role dimensions

Decision making

This role has limited autonomy and makes decisions under their direct control and refers to their Line Manager decisions that require significant change 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

Senior Executive Assistant; Director, Strategy & Chief of Staff; Director, Corporate Services

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Strong proficiency in Microsoft 365 apps and services including Word, Excel, PowerPoint, Outlook, Teams, SharePoint, OneDrive, etc
- Experience with HPE Content Manager and myWorkZone is highly desirable.
- Experience with customer relationship management systems (e.g. Tessitura) (desirable)

- Strong written and verbal communication skills.

- Availability to attend after hours events as required


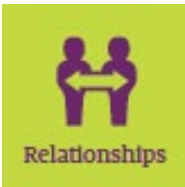


Capabilities for the role

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	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • 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 Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • 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	Foundational	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
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 • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans