

Role Description

First Nations Tour Guide



| | |
|---------------------------|--|
| Cluster | Premier and Cabinet |
| Agency | Australian Museum |
| Division/Branch/Unit | Museum Experience and Engagement |
| Location | Sydney CBD |
| Classification/Grade/Band | Clerk Grade 3/4 |
| Kind of Employment | Casual |
| Role Number | TBA |
| ANZSCO Code | 451411 |
| PCAT Code | 1119192 |
| Date of Approval | March 2021 |
| Agency Website | australianmuseum.net.au |

Agency overview

The Australian Museum (AM) operates within the NSW Department of Premier and 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 and school and community education initiatives onsite, online and offsite.

The new AM mission is: To ignite wonder, inspire debate and drive change.

The new 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](http://australianmuseum.net.au).

Primary purpose of the role

The First Nations Tour Guides within the Australian Museum will work with the First Nations Curators and AM's Public Program and Education teams to deliver guided tours in association with the Unsettled Exhibition. The Unsettled Exhibition investigates the 250th anniversary of Lieutenant James Cook's voyage of the HMB Endeavour and consequently the impact, devastation, and cultural genocide of Australia's Aboriginal and Torres Strait Islander peoples.

The role will deliver tours to support the exhibition's content for diverse audiences including school groups, assisting visitors to engage with and expand their understanding of First Nations people, science, history, and knowledge providing an enjoyable and positive visitor experience.

Key accountabilities

- To provide exceptional visitor service
- To provide accurate, informative, and relevant interpretation of the Exhibition objects, specimens, displays and collections which are relevant, innovative, accurate and inspiring to the target audience.
- The ability to listen and communicate effectively.
- To liaise with staff from other areas of the Museum to provide accurate and timely responses to enquiries.
- To work closely with the Public Programs and Education teams to provide a high level of customer service, delivering a seamless, safe and comfortable experience for visitors.

Key challenges

- Translating complex cultural concepts for visitors of all backgrounds and abilities.

Key relationships

| Who | Why |
|--------------------------------|--|
| Internal | |
| Manager, Public Programs | <ul style="list-style-type: none"> • Ensure that daily operational needs are met, and that all members of the team work together to achieve the set outcomes. |
| Manager, Education | <ul style="list-style-type: none"> • Ensure that daily operational needs are met, and that all members of the team work together to achieve the set outcomes. |
| Manager Visitor Services | <ul style="list-style-type: none"> • Assist in the seamless delivery of programs and services for visitors. • Provide exceptional customer service. |
| Research and Collections staff | <ul style="list-style-type: none"> • To provide accurate information for visitors and those making enquiries. |
| External | |
| Visitors | <ul style="list-style-type: none"> • To provide high quality customer service that are accurate and appropriate to their target audiences. |

Role dimensions

Decision making

Programs are delivered under the direction of the Manager, Public Programs in consultation with First Nations Curators. Tour Guides will respond to situations as needed and in the case of an emergency will be called on to assess and respond as required.

Reporting line

First Nations Tour Guides report to the Manager, Public Programs of the Australian Museum.

Direct reports

There are no direct reports to this role.

Budget/Expenditure

Any expenditure is subject to the approval of the Manager Public Programs

Essential requirements

- Aboriginality is an essential requirement for this position. An Aboriginal person (as defined by the NSW Aboriginal Land Rights Act 1983) means a person who: Is a member of the Aboriginal race of Australia, and Identifies as an Aboriginal person, and is accepted by the Aboriginal community as an Aboriginal person.
- The successful applicant will need to hold a current Working with Children Check.

Knowledge and Experience

- Extensive cultural knowledge
- Strong visitor service and communication skills
- Charismatic and the ability to engage, build connections and translate complex cultural content to all ages, abilities, and backgrounds
- Ability to multi-task, improvise and problem solve, as required
- Adequate knowledge and experience 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](#) 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"> • Be willing to develop and apply new skills • Show commitment to completing assigned work activities • Look for opportunities to learn and develop • Reflect on feedback from colleagues and stakeholders | Foundational |
|  Relationships | Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives | <ul style="list-style-type: none"> • Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers • Recognise that customer service involves both external and internal customers | Foundational |
|  Results | Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes | <ul style="list-style-type: none"> • Seek clarification when unsure of work tasks • 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 | Foundational |
|  Business Enablers | Technology Understand and use available technologies to maximise efficiencies and effectiveness | <ul style="list-style-type: none"> • Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security | Foundational |

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 |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  Relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| | Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| | 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 | Foundational |
|  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 | Intermediate |
| | Project Management | Understand and apply effective planning, coordination and control methods | Foundational |