

# Role Description

## EMu Database Support Officer



Cluster	Enterprise, Investment & Trade
Agency	Australian Museum
Division/Branch/Unit	Operations/ Information Communication & Technology
Classification/Grade/Band	Clerk Grade 3/4
Role Number	51004006,51004007
ANZSCO Code	313112
PCAT Code	1119192
Date of Approval	May 2023
Agency Website	<a href="http://australian.museum">http://australian.museum</a>

### 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

EMu Database Project Support Officer is responsible for supporting enhancements and implementation plans related to the Australian Museum's (AM) Collection Enhancements Project and Collections Online project, as well contributing to continuous improvement projects in other areas. This role is a full-time project-based role up to 30 June 2024

### Key accountabilities

- Gather data to develop and customize EMu in consultation with AM users to meet the needs of the users. This work is done by assisting in gathering new requirements, developing user stories and implementing roll-out plans with the support of the EMu team and guidance from the Collection Systems Manager.
- Assist the team to design data standards to capture, store and access data collection.
- Support database configuration, security, schema and objects, ensuring compliance against agreed standards and guidelines.
- Contribute to database software enhancements and associated roll-out plans through user acceptance testing, database configuration, training and communications
- Support data migrations and bulk ingests to maintain data integrity and maximize project efficiency.

**Commented [RSJ1]:** Collaborate is recognized as a more independent function which should be at 5/6 level

## Key challenges

- Balance workload across multiple strategic workstreams within tight project timeframes
- Ensure effective access to data and information assets whilst maintaining the requirements of security, privacy and confidentiality

## Key relationships

Who	Why
<b>Internal</b>	
Collection Systems Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed and advise</li> </ul>
EMu Database Project Support Coordinator	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed and take direction and supervision</li> </ul>
ICT team	<ul style="list-style-type: none"> <li>• Refer technical issues and discuss solutions to problems</li> </ul>
Internal Clients/customers	<ul style="list-style-type: none"> <li>• Resolve and provide solutions to issues</li> <li>• Provide training</li> <li>• Provide information regarding relevant practices and standards</li> </ul>
<b>External</b>	
Software vendors	<ul style="list-style-type: none"> <li>• For ensuring collection management system software is up to date, functioning as it should and users have sufficient support.</li> <li>• Escalate unresolved support requirements</li> <li>• Establish requirements for upgrades and installations</li> </ul>

## Role dimensions

### Decision making

This role has limited autonomy and makes decisions under their direct control and refers to the team leader 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

### Collection Systems Manager

## 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.

## Key knowledge and experience




- Demonstrated advanced skills, experience and expertise in database manipulation and management preferably in a Museum, ,cultural institution or similar context.
- Knowledge of and demonstrated experience in data management including databasing and data import, data reporting and access, and creating and implementing data standards.
- Demonstrated experience with large museum datasets preferably of both cultural and taxonomic nature.


## 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	Foundational
 Relationships	Communicate Effectively	Intermediate
	<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

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 <b>Business Enablers</b>	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>  <b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>Be flexible and adaptable and respond quickly when situations change</li> <li>Offer own opinion and raise challenging issues</li> <li>Listen when ideas are challenged and respond in a reasonable way</li> <li>Work through challenges</li> <li>Stay calm and focused in the face of challenging situations</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> <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> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li></ul>