

# Role Description

## Repatriation Program Manager



Cluster	Enterprise, Investment and Trade
Department/Agency	Australian Museum
Division/Branch/Unit	First Nations
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing, Full Time
ANZSCO Code	139999
Role number	51002962
PCAT Code	1339191
Date of Approval	21 June 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 Australian Museum acknowledges the Gadigal people as the custodians of the land, sky and waterways, paying respect to Elders past and present.

The AM operates within the NSW Department of Enterprise, Investment and Trade and was the first museum in Australia, 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's vision is to be a leading voice for the richness of life, the earth, and culture in Australia and the Pacific.

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 our [website](#).

### Primary purpose of the role

The Repatriation Program Manager will lead the delivery of the AM Repatriation Program in accordance with the AM First Nations strategies. This role will coordinate the return of Ancestors and Secret/Sacred objects to their communities of origin in accordance with cultural protocols and established procedures. The Repatriation Program Manager will take a leading role in the development of policy, planning, reporting and communication of the AM's repatriation activities. The Australian Museum's Secret Sacred Collection includes male sacred objects. The AM needs a male Repatriation Program Manager to handle the access, photography, care, negotiations and related tasks for male gendered secret sacred collections and repatriations of these objects. This role works across several Museum sites and involves travel within NSW and interstate to support the work of the AM's Repatriation Program.

## Key accountabilities

- Manage the day-to-day operations of the AM's Repatriation unit within the First Nations Division including the management of the Commonwealth Museum Grants Program (Indigenous Repatriation).
- Manage repatriation research and KE EMu database of repatriation records in accordance with First Nations strategies.
- Collaborate with the Manager, First Nations Collections & Engagement and Manager, Pasifika Collections & Engagement on the management of restricted collections stores and care of Ancestral Remains and Secret/Sacred objects.
- Prepare and coordinate strategic advice, information, and reports on the Museums Repatriation Program for a variety of audiences and purposes.
- Develop and/or update relevant policies, ensuring they align to State and National guidelines for repatriation.
- Manage relationships and communication with key stakeholder in Local, State, Territory, and Federal Governments as well as cultural heritage and museum sectors to enable successful repatriation of Ancestors and objects to communities.
- Build and strengthen relationships in the Aboriginal community and Pasifika communities by expediting the repatriation of Ancestors back to their homelands.
- On occasion work across the Division to facilitate operations, meetings and events where needed

## Key challenges

- Working with and handling culturally sensitive objects and Ancestral Remains while maintaining a healthy cultural and spiritual wellbeing.
- Awareness and sensitivity towards cultural protocols related to privacy, gender, and secrecy. Including understanding the sensitivities between First Nations peoples and collecting institutions.
- Delivering multiple administrative support activities and services in line with agreed standards, timeframes, and milestones. Including communication and reporting of the Museums Repatriation Program to relevant stakeholders while managing matters and issues with considerations of political interest and high level of sensitivity.

## Key relationships

### Internal

Who	Why
First Nations Director	<ul style="list-style-type: none"><li>• Direction, feedback, and guidance.</li><li>• Reporting</li><li>• Escalate and redirect issues as required</li></ul>
First Nations and Pasifika Collection Management	<ul style="list-style-type: none"><li>• Collaboration on the management of restricted collections stores and care of Ancestral Remains and Secret/Sacred objects.</li></ul>
First Nations Division	<ul style="list-style-type: none"><li>• Work collaboratively with divisional colleagues; request data and information for reports and projects.</li><li>• Participate in meetings, share information, and provide input on issues.</li><li>• Contribute to Divisional priorities</li></ul>
Executive Leadership Team, Trustees	<ul style="list-style-type: none"><li>• Liaising, presenting</li><li>• Producing reports and information</li></ul>
Australian Museum Staff	<ul style="list-style-type: none"><li>• Respond to queries, communicate services and redirect, escalate, or resolve issues</li></ul>

### External

Who	Why
Commonwealth and State Government inc. Heritage NSW, Office of the Arts and Minister for the Arts and Aboriginal Affairs Office	<ul style="list-style-type: none"> <li>• Ensure AM following State and National guidelines for repatriation.</li> <li>• Liaise and organise collaborative repatriation of Ancestors and Secret/Sacred objects</li> <li>• Develop, deliver, and acquit grant funding and proposals</li> <li>• Provide information, copy or advice</li> </ul>
Aboriginal, Torres Strait Islander and Pasifika communities	<ul style="list-style-type: none"> <li>• Respond to requests, negotiate, and facilitate access to First Nations staff and collections.</li> </ul>
External stakeholders, e.g. AIATISIS, researchers, media	<ul style="list-style-type: none"> <li>• Answer enquiries, assist with access to information.</li> <li>• Direct people to policies and procedures.</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully 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

Repatriation Researcher, contractors or casuals bought on board for projects.

### 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

- Understanding of cultural heritage policies.
- Awareness of issues associated with managing and providing access to culturally sensitive collections.
- Proficiency with, or demonstrated ability to acquire proficiency with, the KE EMu database software, and TRIM software.
- An understanding of First Nations cultural practices, and experience working with Aboriginal and Torres Strait Islander peoples and communities.
- Ability to work with and handle human remains and culturally sensitive objects.
- Experience working with Aboriginal and Torres Strait Islander peoples and communities.

## Essential requirements

- Male gender – Male gender is a genuine occupational qualification for this role and is authorised under ss 31(1) and (3) of the Anti-Discrimination Act 1977.
- This is an identified Aboriginality/Torres Strait Islander position. Applicants for this position must be male and of Aboriginal and/or Torres Strait Islander descent through parentage, identify as an Aboriginality/Torres Strait Islander and be accepted in the community as such. Exemption is claimed under section 14(d) of the Anti-Discrimination Act 1977 (NSW).
- NSW Driver licence.

## 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.

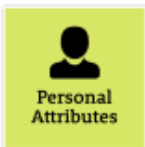
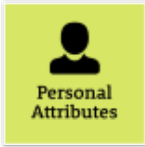
The capabilities are separated into focus capabilities and complementary capabilities

### 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
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Keep up to date with relevant contemporary knowledge and practices</li> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
	<b>Value Diversity and Inclusion</b> Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> <li>Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders</li> <li>Demonstrate cultural sensitivity, and engage with and integrate the views of others</li> <li>Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences</li> <li>Recognise and adapt to individual abilities, differences and working styles</li> <li>Support initiatives that create a safe and equitable workplace and culture in which differences are valued</li> <li>Recognise and manage bias in interactions and decision making</li> </ul>	Adept



### **Communicate Effectively**

Communicate clearly, actively listen to others, and respond with understanding and respect

- Tailor communication to diverse audiences
- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

Adept



### **Commit to Customer Service**

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

Adept



### **Deliver Results**

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

Adept



### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

Intermediate



### Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

Adept



### Optimise Business Outcomes

Manage people and resources effectively to achieve public value










- Develop team and unit plans that consider team capabilities and strengths
- Plan and monitor resource allocation effectively to achieve team and unit objectives
- When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences
- Ensure that team members work with a good understanding of business principles as they apply to the public sector context
- Participate in wider organisational workforce planning to ensure that capable resources are available

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.

Capability group/sets	Capability name	Description	Level
	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
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational