Role Description
Government Relations Coordinator

Cluster	Enterprise, Investment & Trade
Agency	Australian Museum
Division/Branch/unit	Public Affairs & Development
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 3/4
Kind of Employment	Temporary
ANZSCO Code	591115
Role Number	51002029
PCAT Code	1227221
Date of Approval	June 2023
Agency Website	https://australian.museum/

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](https://australian.museum/).

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 Government Relations Coordinator provides effective administrative and support services to facilitate the smooth day-to-day operations of the Public Affairs & Development division and to manage the various reporting requirements to government stakeholders. Reporting to the Director of Public Affairs & Development this role requires a high degree of accuracy and attention to detail, excellent time management and organisational skills and strong stakeholder relations. Strong communications skills are required as the position includes liaison and coordination between all AM departments to respond and collate timely and accurate information for key Government stakeholders.

Key accountabilities

- Collect and compile information and reports for the Department and the Minister's office including initiating and preparing materials for parliamentary sitting periods, ministerial briefings, and both mandatory and ad-hoc reports relative to the NSW Government's key priorities and cultural funding projects.
- Prepare documentation and correspondence in line with organisational requirements, to support information flow and inform decision making through the AM to key Government stakeholders.
- Communicate and escalate issues and information requests in a timely manner.
- Provide administrative duties for the division such as diary management of the Director, scheduling meetings, managing task lists, record management, event coordination, travel arrangements, drafting correspondence and maintaining the CRM system with up-to-date government stakeholder information and liaison.
- Demonstrates strong initiative through research and analysis and manages competing and tight timeframes.
- Maintain documentation in Trim/Content Manager

Key challenges

- Delivering multiple administrative support activities and services in tight timeframes to a high degree of accuracy

Key relationships

Who	Why
Internal	
Director, Public Affairs & Development	• Escalate issues, manage diary and activity and information sharing
Work team	• Share information, manage reporting deadlines and provide input on issues
Australian Museum staff	• Communicate and collate reporting requirements, redirect, escalate or resolve issues
Corporate Services & Senior Executive Leadership Team	• Liaising, providing support and coordinating timely reporting
External	•
Government stakeholders	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

Role dimensions

Decision making

Nil

Reporting line

Director, Public Affairs & Development

Direct reports

Nil

Budget/Expenditure

Nil

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Key knowledge and experience

- Relevant tertiary qualifications in business, administration, public affairs, government relations or a related field or equivalent work experience
- Intermediate to advanced skills in Microsoft Office suite
- Literacy in the Tessitura CRM system or equivalent an advantage
- Experience with Trim/Content Manager preferred

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	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations	Intermediate
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• 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 • Stay motivated when tasks become difficult	Intermediate
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
		• Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 • Cooperate across work areas to improve outcomes for customers	
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate 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	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	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	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

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