

Role Description

Archives Assistant



Role Description Fields	Details
Department/Agency	Australian Museum
Division/Branch/Unit	Museum Experience & Engagement / Archives & Library
Role number	51017494
Classification/Grade/Band	Clerk Grade 3/4
Senior executive work level standards	Not Applicable
OSCA Code	232332
PCAT Code	1215192
Date of Approval	28 October 2026
Agency Website	https://australian.museum

Agency overview

The Australian Museum acknowledges that we operate on the lands, waters and skies of many First Nations Peoples. As Australia's first museum, we share the responsibility of advocating for Country and honouring First Nations Peoples and knowledges.

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 Archives Assistant supports access to and preservation of the Australian Museum's archival collections by undertaking clerical and operational tasks including retrieval, documentation, digitisation support, basic research, and public engagement. This role contributes to archival management activities and ensures that services to staff and the public are delivered professionally and efficiently.

Key accountabilities

- Retrieve, reshelve and barcode original records to meet public and internal requests, ensuring accurate tracking and documentation.

- Assist with registration, documentation, movement, arrangement, and description of records within archival systems.
- Provide first-line assistance to clients in person, by phone, and online in accessing archival records and resources.
- Support digitisation and preservation workflows by preparing archival materials and updating databases
- Maintain high-quality collection control by adhering to procedures for record handling, location tracking, and condition reporting.
- Prepare copying requests and assist with the remote copying service, ensuring accuracy and confidentiality.
- Undertake routine data entry and metadata creation in archival and records management systems.
- Participate in tours, events, and public programs to promote access to the Australian Museum's archives.

Key challenges

- Ensuring accuracy, consistency, and confidentiality in handling and documenting archival materials under pressure or time constraints.
- Working with a large and complex archival collection that requires close attention to provenance and series structure.
- Balancing multiple tasks in a dynamic, service-focused environment while responding to both routine and unexpected priorities.

Key relationships

Internal

Who	Why
Head of Archives & Library	<ul style="list-style-type: none"> • Escalate issues and provide updates
Collection Manager, Archives	<ul style="list-style-type: none"> • Receive day-to-day task direction and guidance on projects and priorities.
Archives & Library Team	<ul style="list-style-type: none"> • Participate in meetings, share information and provide input on issue
AM staff	<ul style="list-style-type: none"> • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

External

Who	Why
Public enquirers	<ul style="list-style-type: none"> • Assist with public engagement including tours, events, supervising visitors and public enquiries

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

Reports to Head, Archives and Library. Day-to-day task supervision and guidance will be provided by Collections Manager, Archives.

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

- Knowledge of archival principles and practices, including the arrangement and description of records.
- Experience in handling and retrieving historical records in a secure and structured environment.
- Experience with archival, records, information management and / or enquiry management systems.
- Strong organisational and communication skills with attention to accuracy and detail.

Essential requirements

- Tertiary qualifications in archives, records, information management, museum studies, history or related field, and/or demonstrated equivalent experience.

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.

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	<ul style="list-style-type: none">• Be open to new ideas and approaches and adapt to new situations• Offer your opinion, ask questions and make suggestions• Do not give up easily when challenges arise• Be respectful and considerate in challenging situations• Ask for help when you don't know something	Foundational

Capability group/sets	Capability name	Behavioural indicators	Level
 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 different customer needs • Keep customers informed of progress and seek feedback to ensure their needs are met • Be respectful, courteous, empathetic and fair when interacting with customers • Recognise that customer service involves both external and internal customers 	Foundational
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Build a supportive and collaborative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by working together effectively • Share information with others to solve problems together • Support others in difficult situations • Use collaboration tools, including digital technology, to work effectively with others 	Intermediate
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	<ul style="list-style-type: none"> • Seek and apply specialist advice when needed • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver your own work and that of the team or business unit • Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Understand the team and business unit's goals and set work tasks that contribute to meeting them • Set and develop team goals and plans, and use feedback to inform planning • Respond proactively to changing circumstances and adjust your plans when necessary • Consider how immediate and longer-term organisational issues might affect the achievement of your team and business unit goals • Adapt and respond proactively when priorities and work environments change 	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Technology Understand and use available technology to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • 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 • Use records, information and knowledge management systems effectively • Support system improvement initiatives and new technology when it is deployed • Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate 	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify 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
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational

Capability group/sets	Capability name	Description	Level
 Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
 Business Enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational