

Role Description

Divisional & Project Coordinator, First Nations



Role Description Fields	Details
Department/Agency	Australian Museum
Division/Branch/Unit	First Nations
Role number	51019897
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Work Contribution Stream: Service/Operational Delivery
OSCA Code	511231
PCAT Code	1337291
Date of Approval	04 September 2026
Agency Website	https://australian.museum/

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

The Australian Museum is committed to building a workforce that reflects the rich diversity of the communities we serve.

We actively encourage applications from First Nations, Aboriginal and Torres Strait Islander peoples; Pasifika peoples; people with disability, including physical, sensory, cognitive, intellectual, neurological, psychosocial, and chronic health conditions, whether visible or hidden; people from culturally and linguistically diverse backgrounds; people of all ages; members of the LGBTQIA+ community; and people from all socioeconomic backgrounds.

Primary purpose of the role

The Divisional & Project Coordinator, First Nations provides administrative support and divisional coordination of the AM's First Nations Division. The role helps deliver organisational priorities by coordinating workflows, scheduling, correspondence, stakeholder liaison, event planning, reporting, filing systems, and key divisional projects. Major projects include but are not limited to the new permanent Aboriginal and Torres Strait Islander exhibition, the AM Reconciliation Action Plan, and the business case for a future AM Cultural Collections & Research Centre.

This position requires a level of cultural competency and experience in museum project administration and may involve working outside standard hours. It supports First Nations projects that deliver meaningful social and cultural outcomes while upholding cultural integrity and the Museum's reputation as a key divisional point of stakeholder contact.

The Australian Museum's First Nations Division leads the development and implementation of culturally informed policies, protocols, and practices to ensure respectful stewardship of Aboriginal, Torres Strait Islander, Pasifika, and World Cultures collections, support community access and repatriation, and foster partnerships based on self-determination and ICIP (Indigenous Cultural & Intellectual Property) principles.

Key accountabilities

- Support the Director, First Nations in ensuring that items for the Director's attention and approval are escalated and actioned in a timely manner, supporting effective information flow; updating and maintaining records and databases; complying with administrative systems and processes; and ensuring that all information is accurate, stored correctly, and accessible.
- Prepare and draft written work, documentation, research, and analysis on behalf of the Director, First Nations to help inform decision making executing to a timely and high standard, with excellent attention to detail.
- Respond to enquiries directed towards the Director, First Nations, escalating and redirecting issues as needed, to ensure the prompt provision of accurate information. In particular: responding to received feedback and escalate as required, ensuring that communications are appropriately lodged/logged in systems and processes as required (e.g. Tessitura), including information dissemination and regularly reporting to relevant parties as required.
- Keep relevant records and information up to date for effective operation of the First Nations Division, including: ensuring that State and Federal Government and key stakeholder (including First Nations communities) contact details, stakeholder engagement details, and guest lists are regularly maintained and updated for the Division.
- Assist in organising First Nations Division and AM events as needed, including drafting of event briefing notes, managing invitations and guest lists, and liaising with other departments to ensure the smooth planning and delivery of events.
- Ensure a well-organised office space, maintaining office supplies, setting up meeting rooms, greeting visitors, and organising catering and refreshments as required. This includes assisting in liaising and communicating with Aboriginal, Torres Strait Islander, Pasifika and other cultural group stakeholders to ensure their needs are addressed, and to support the work across the First Nations Division, including: collections, exhibitions, programs, events, marketing/communications/media, partnerships and development, education, and digitisation (e.g. Cultural Collections Enhancement Project – CCEP).
- Complete routine contracts and licensing document management, financial transactions and purchasing services including but not limited to; contract and invoice payment processing, licensing. Ensuring compliance with agency standards and procedures. Develop and acquit government, corporate, and donor-funded grants and reports as required.
- Provide assistance to the First Nations Division senior management group, as appropriate and approved by the Director, First Nations.

Key challenges

- Delivering multiple administrative support services and activities in line with agreed standards, procedures, timeframes, and milestones; given tight timings and the need to maintain confidentiality and ensure accuracy and attention to detail.
- Managing a fast-paced and dynamic work environment: multi-tasking and demonstrating the ability to shift/adapt priorities and organise resources quickly when instructed.
- Understanding and navigating the sensitivities between First Nations peoples and collecting institutions. Demonstrate a thorough knowledge of the AM's First Nations services provided and relay this information to stakeholders internally and externally. Ensure the First Nations Division's operations align with government standards and policies across its activities.

Key relationships

Internal

Who	Why
Director, First Nations	• Take direction from, and report to the Director, First Nations for the delivery of assigned tasks and projects, seek feedback and advice. • Escalate and redirect issues as required; ensure the provision of accurate information; provide regular updates on tasks, projects, issues, and priorities. • Manage tight or conflicting deadlines. • Participate in discussions and decisions. • As appropriate to level of skills, competency and training, answer questions; provide assistance in project management, logistical, and administrative duties.
First Nations Division	• Facilitate divisional meetings and communication. • Work collaboratively with divisional colleagues; request data and information for reports and projects. • Participate in meetings, share information, and provide input on issues.
Executive Leadership Team, Trustees, First Nations Division senior management group	• Support an effective flow of information, producing reports, and seeking clarification where needed. Assist in providing advice and responses. • Liaising, providing support, and escalating issues as required.
Contractors or casuals bought on board for projects	• Ensure project delivery.
Australian Museum Staff	• Respond to queries, communicate services and redirect, escalate, or resolve issues.

External

Who	Why
Federal, State, and Local Government and their respective agencies, including but not limited to: Heritage NSW, Office of the Arts and Minister for the Arts, and Aboriginal Affairs Office, City of Sydney Council	• Develop, deliver, and acquit grant funding and proposals. • Assist in providing information, copy, or advice. • Develop and maintain effective working relationships and open channels of communication.

Who	Why
Aboriginal, Torres Strait Islander, Pasifika, other cultural group communities	- Respond to requests, negotiate, and facilitate access to First Nations staff and collections. - Develop and maintain effective working relationships and open channels of communication.
External stakeholders who interact with the Director, First Nations, including but not limited to: other cultural institutions, industry bodies, education institutions and universities, community groups, NGOs, researchers.	- Respond to enquiries, identify needs, communicate services, and redirect, escalate or help resolve issues. - Direct people to policies and procedures.
Customers/suppliers/clients	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.

Role dimensions

Decision making

This role operates with limited autonomy, making decisions within its delegated authority and referring matters to the Director, First Nations when they involve significant changes to outcomes or timeframes, potential escalation, 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

Director, First Nations

Direct reports

Nil
Supervision and coordination of contractors, suppliers, and other personnel on a project-needs basis may be required.

Budget/Expenditure

Nil

Key knowledge and experience

- Experience working with Aboriginal, Torres Strait Islander, Pasifika, and/or other cultural groups and communities.
- Excellent attention to detail and proof-reading skills, strong written and verbal communication skills.
- Strong proficiency in Microsoft suite products and other administrative-related software programs. Ability to use spreadsheets, graphing, tables, calculations, and automation efficiently to process large quantities of data relevant to business tasks.
- Experience with HPE Content Manager, Monday.com, Sharepoint, and myWorkZone is highly desirable.
- Customer-focused and ability to build and maintain strong working relationships with internal and external stakeholders at all levels. Experience in developing and delivering projects for a range of stakeholder groups is desirable.
- Experience managing correspondence and liaising with internal teams.
- Experience with meeting coordination, agenda preparation, presentation creation, and minute-taking.
- Experience with budget and forecasting assistance is advantageous.

Essential requirements

- Appropriate approved tertiary qualifications in museums and cultural heritage or other relevant subject matter or relevant equivalent professional experience. Including demonstrated ability to work on museum projects.
- NSW Driver's licence and willingness to work across Australian Museum locations. Flexible hours as needed, including availability to attend after-hours events as required.

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	• Be flexible and adaptable and respond quickly when situations change • Offer your opinion and raise challenging issues • Acknowledge when someone challenges your ideas and respond respectfully • Work through challenges • Remain calm and focused in challenging situations	Intermediate
 Personal Attributes	Value Diversity and Inclusion Be inclusive and respect diverse backgrounds, experiences and perspectives	• Respond with curiosity and respect individual differences and diverse cultures, backgrounds, experiences, perspectives, values and beliefs • Seek participation from others who may have different backgrounds, lived experience, perspectives and needs • Be open to feedback about bias in language or behaviour • Adapt to the needs of diverse environments and address challenging situations • Build awareness of personal biases and proactively address these	Intermediate
	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 customers' experience and engage people with lived experience to inform service improvements	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
Relationships		- Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience - Use customer data, feedback and insights to improve service delivery - Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers - Maintain relationships with key customers in your area of expertise - Connect and collaborate with relevant customers from the community	
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	- 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
 Business Enablers	Technology Understand and use available technology 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 - 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
 Business Enablers	Project Management Understand and use effective ways to plan, coordinate and control projects	- Research and analyse data at a basic level to inform and support the achievement of project deliverables - Contribute to developing project documents and resource estimates - Contribute to reviews of progress, outcomes and future improvements - Identify when projects differ from their plans and tell your supervisor	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	Foundational
 Personal Attributes	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Relationships	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	Intermediate

Capability group/sets	Capability name	Description	Level
 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	Foundational
 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