

Role Description

Divisional Coordinator



Cluster	Creative Industries, Tourism, Hospitality & Sport
Agency	Australian Museum
Division/Branch/unit	Corporate Services
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	531111
Role Number	50001354
PCAT Code	1227221
Date of Approval	September 2024 (minor amendments February 2025)
Agency Website	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 & 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 divisional coordinator provides administrative and support services to facilitate the operations of the Corporate Services Division and collaborates effectively with other divisions. Also liaises with other internal and external stakeholders on behalf of the division and is an active participant in Museum projects.

The Corporate Services Division is responsible for asset management, procurement, facilities, ICT, records management, security, sustainability, capital planning, delivery and reporting functions for the Museum.

Key accountabilities

- Provide a range of administrative and support services for the Division Director, including calendar email inbox and records management, routine correspondence, meeting and event coordination, and contribute to the smooth and efficient operation of the Corporate Services teams / units
- Collect and compile information for, and prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and inform decision making
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures
- Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information
- Update and maintain reports, records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible
- Participates and contributes to projects, demonstrates initiative through research and analysis and manages time to achieve project goals
- Ad hoc duties as required

Key challenges

- Delivering multiple administrative support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail

Key relationships

Who	Why
Internal	
Director, Corporate Services	• Escalate issues and provide regular updates
Corporate Services division	• Participate in divisional meetings, share information and provide input on issues. • provide support across a wide range of project strands and work with all members of the unit
Australian Museum staff	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
Divisional coordinators and the Senior Executive Leadership Team	• Liaising, providing support and showing updates
External	
Customers/suppliers/clients	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

Role dimensions

Decision making

This role has limited autonomy and makes decisions under their direct control and refers to the Director, Corporate Services 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

Director Corporate Services

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Strong proficiency in Microsoft 365 apps and services including Word, Excel, PowerPoint, Outlook, Teams, SharePoint, OneDrive, etc
- Experience with HPE Content Manager, Monday.com, Sharepoint and myWorkZone is highly desirable.
- Strong written and verbal communication skills
- Availability to attend after hours events as required
- Experience in developing and delivering projects for a range of stakeholder groups
- Strong written and verbal communication skills
- Experience with budget and forecasting assistance, advantageous
- Experience managing correspondence and liaising with internal teams
- Experience with meeting coordination, agenda preparation, presentation creation and minute taking

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

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	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

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
Personal Attributes Display Resilience and Courage	Intermediate	- Be flexible and adaptable and respond quickly when situations change - Offer own opinion and raise challenging issues - Listen when ideas are challenged and respond in a reasonable way - Work through challenges - Stay calm and focused in the face of challenging situations
Personal Attributes Manage Self	Intermediate	- 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 - Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	- Support a culture of quality customer service in the organisation - Demonstrate a thorough knowledge of the services provided and relay to customers

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		- Identify and respond quickly to customer needs - Consider customer service requirements and develop solutions to meet needs - Resolve complex customer issues and needs - Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Foundational	- 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 - Seek clarification when unsure of work tasks
Business Enablers Technology	Intermediate	- Apply computer applications that enable performance of more complex tasks - Apply practical skills in the use of relevant technology - Make effective use of records, information and knowledge management functions and systems - Understand and comply with information and communications security and acceptable use policies - Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
Business Enablers Project Management	Intermediate	- Perform basic research and analysis which others will use to inform project directions - Understand project goals, steps to be undertaken and expected outcomes - Prepare accurate documentation to support cost or resource estimates - Participate and contribute to reviews of progress, outcomes and future improvements - Identify and escalate any possible variance from project plans