

Role Description

Eureka Prizes Administrative Officer



Cluster	Creative Industries, Tourism, Hospitality and Sport
Agency	Australian Museum
Division/Branch/Unit	Marketing, Communications and Partnerships/Eureka Prizes
Role number	To be created by Shared Services
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	221231
PCAT Code	1329192
Date of Approval	February 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

This position provides prize administrative support to ensure the successful delivery of the AM Eureka Prizes program – a national science prize program to celebrate and recognise excellence in Australian science.

Key accountabilities

- Provide administrative support to ensure that the Eureka Prizes finalist management and finalist announcement tasks are complete to deadline.
- Provide event support in the lead up to, and on the night of, the Eureka Prizes Award Ceremony, which will be held on Thursday 3 September 2026. This will include a wide variety of tasks such as arranging accommodation for judges and finalists, overseeing guest lists, drafting event briefings for VIPs, coordinating furniture hire, liaising with caterers and more.
- Coordinate the maintenance of the Eureka Prizes webpages and YouTube channel to ensure that all information is updated and published in line with finalist and winner announcements.
- Assist with Eureka Prizes communications including compiling and sending non-finalist letters to all entrants, responding to general email queries, and responding to event related queries from judges.
- Assist with partner tracking and reporting through maintaining Tessitura profiles for partners, collecting and collating key data for reporting purposes.
- Other key tasks as identified.

Key challenges

- Prioritising workload to ensure all tasks are delivered on time and within budget.
- Delivering a high level of customer service both internally and externally by collaborating and communicating effectively with all stakeholders.
- Maintaining the confidentiality and integrity of the prize program.

Key relationships

Who	Why
Internal	
Manager, Eureka Prizes	<ul style="list-style-type: none"> • Receive direction, support and guidance. • Provide feedback against deliverables.
Project Officer, Eureka Prizes	<ul style="list-style-type: none"> • Develop and maintain productive and professional working relationships to exchange information and advice. • Receive direction, support and guidance. • Provide feedback against deliverables.
Marketing, Communications and Partnerships division and other AM business units	<ul style="list-style-type: none"> • Foster communication and collaboration. • Increase buy-in and support for Eureka Prizes activities and programs.
External	
Australian science community, in particular potential and actual Eureka Prizes entrants, judges, finalists and winners	<ul style="list-style-type: none"> • Develop and maintain positive relationships. • Respond to needs and queries in a timely and efficient manner and provide a high level of customer service. • Promote and increase the awareness of the AM Eureka Prizes.
Other external stakeholders (for example AM visitors, consultants, contractors, suppliers, media and government agency contacts)	<ul style="list-style-type: none"> • To receive and/or provide information, assistance and excellent customer service. • To represent the AM in a professional and ethical manner.

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

Manager, Eureka Prizes

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Experience delivering a broad range of administrative tasks to ensure the successful delivery of a project or program within a set time-frame.
- Experience working on the planning and delivery of large scale in-person events (min 200 attendees).
- Experience delivering a high standard of customer service to a range of stakeholders.
- Experience managing your own workload and time to successfully deliver a range of tasks within a set time frame and budget.
- Previous experience working with Tessitura and Award Force is desirable.
- Computer literacy in Microsoft office suite products is essential, in particular Outlook, OneDrive, Word, Excel and PowerPoint.
- Good communication skills – experience writing clear, concise and compelling communications for a variety of audiences and mediums.

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.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
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Manage Self

Be persistent, self-reflect and commit to learning

- Adapt your existing skills to new situations
- Commit to achieving work goals
- Be aware of your strengths and areas for growth, and develop and apply new skills
- Seek feedback from colleagues and stakeholders
- Persist when tasks are difficult

Intermediate



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 your organisation
- Demonstrate a thorough knowledge of the available services and share relevant information with customers
- Identify and respond quickly to customer needs
- Consider different customer needs and experiences when developing solutions to meet needs
- Resolve complex customer issues
- Cooperate across work areas to improve outcomes for customers

Intermediate



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



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

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
 Personal attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
 Personal attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
 Personal attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Foundational
 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
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 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
 Business enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational