

Role Description

Senior Project Coordinator, FNCAA



Cluster	Creative Industries, Tourism, Hospitality & Sport
Agency	Australian Museum
Division/Branch/Unit	First Nations Division / Cultural Collection Enhancement
Role number	
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
PCAT Code	1337251
Date of Approval	May 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. 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 Senior Project Coordinator, FNCAA supports the Head of Digitisation, First Nations in the delivery of the AM's First Nations Community Access to Archives (FNCAA). The AM and the NSW Aboriginal Languages Trust (ALT) are working in partnership to improve First Nations people's experience of accessing archival material about their Languages and Culture held by the AM in the Archives Collection.

The Senior Project Coordinator, FNCAA coordinates the day-to-day operations of the FNCAA team across multiple AM sites to create high quality records of the Museum's Archives collection.

The Senior Project Coordinator, FNCAA is responsible for contributing to high standard museum operational and project standards and requirements for the AM's Cultural Collections in accordance with First Nations-led Museum practices, including but not limited to the implementation of Indigenous Cultural & Intellectual Property (ICIP) principles and cultural protocols. This includes such considerations in relation to the delivery of electronic access to the AM's Cultural Collections and supporting long term preservation of the First Nations collections digitally, with an additional focus on information/data generated from archive transcriptions and community consultation that enriches the outcomes of the AM's collection enhancement and First Nations Community Access to Archives processes.

The role manages and supervises a range of activities largely undertaken by direct reports (Archives Officers, Project Officers and Digitisation Officers), including but not limited to: the preparation of archives collection material for content transcription, documentation enhancement, community consultation and digitisation including object handling, photography, registration of collection objects, barcoding, data entry and clean up as objects are selected and relocated for digitisation during photography, transcription or consultation, returned to storage; and assisting with quality checking digital catalogue records, image files and associated metadata.

This role may involve coordinating (directly or via direct reports) appropriate access for community and contractors (this may include early starts or late finishes) and if applicable, interns/volunteers (as appropriate and approved by the approved by the Head of Digitisation in liaison with the relevant Collection Managers).

Key accountabilities

- Provide assistance to the Head of Digitisation, First Nations to establish FNCAA digitisation project processes and collection material handling and data workflow; establishing standards and procedures for creation and editing of collection records, documentation and metadata in the collection management system and the digital asset management system; the compilation of information/data and the preparation of reports; and developing and implementing project strategies, plans, and policies for the FNCAA team and assist with communicating these policies to team members and stakeholders across AM teams, particularly key stakeholders: First Nations Division teams and the Archives team.
- Prioritise digitisation deliverables across the Archives collection, maintain accurate up-to-date records, deliver clear and timely reporting, and apply ICIP principles to digitisation work. Assist with ensuring the safety, security, location control and maintenance of collection material undergoing any digitisation activities, including in/out of storage.
- Coordinating direct reports' workflows, in accordance with the decisions and instructions of the Head of Digitisation, First Nations. This includes coordinating the schedules for preparation of collection material for digitisation, supervising services including, but not limited to, collection handling, record administration and maintenance.
- Conducting 1:1 meetings with direct reports to distribute and monitor tasks, quality checking catalogue data entry and records, digital image files and associated metadata to ensure they meet collection management standards, providing mentoring and professional development support in accordance with the objectives and interests of the FNCAA and CCEP, and reporting up to the Head of Digitisation, First Nations.
- Organise and participate in regular meetings with other AM teams to liaise on relevant FNCAA matters, in accordance with the Head of Digitisation's decisions and instructions.
- Support the work of the First Nations Division by undertaking other relevant duties as directed (consistent with skills, competency, and training), through assisting the Head of Digitisation on a range of

administrative duties relating to divisional matters. This would include delegating tasks to direct reports, including but not limited to servicing contracts, raising purchase orders and processing invoices, etc.

Key challenges

- Coordinate and deliver First Nations collection enhancement activities across multiple sites, supporting the Head of Digitisation and liaising with direct reports, while collaborating closely with teams across the organisation to meet agreed standards, timeframes, and budgets in a fast-paced environment.
- Uphold high standards of collection project management and customer service, including supervising the handling of fragile, rare, and culturally significant materials in line with cultural, conservation, and security requirements, while maintaining accuracy, quality, and throughput.
- Ensure compliance with ethical, cultural, legislative, and WH&S requirements, proactively identifying risks or issues impacting project momentum, and implementing strategies to address them while maintaining a safe and compliant work environment.

Key relationships

Who	Why
Head of Digitisation, First Nations	<ul style="list-style-type: none"> • Report to Head of Digitisation to ensure the provision of accurate information, provide assistance in FNCAA matters, escalate and redirect issues, and provide updates as required. • Seek advice, receive overall direction, take guidance on project issues and plans. • Liaise regarding workloads and workflows, scheduling and improvements to procedures and processing methods.
Director, First Nations	<ul style="list-style-type: none"> • Ensure Director has oversight in the governance of collections work, seek advice, manage tight or conflicting deadlines, answer questions and provide updates as required.
Direct reports	<ul style="list-style-type: none"> • Provide instructions, guidance, and support. • Manage deadlines, coordinate workflows, and standardise methodologies. • Share information, promote teamwork, resolve issues, agree on priorities. • Mentor and support individual professional development.
AM staff	<ul style="list-style-type: none"> • Schedule and participate in meetings, provide input on issues, share resources (as appropriate and approved by Manager). • Respond to queries, identify needs, communicate services. Redirect, escalate or resolve issues where appropriate.

External

Who	Why
Community/stakeholders	<ul style="list-style-type: none"> • Respond to queries, identify needs, provide accurate information, communicate services. Redirect, escalate or resolve issues where appropriate. • Provide assistance using knowledge of policies and procedures and cultural capability.
Contractors	<ul style="list-style-type: none"> • Provide physical access, respond to questions, facilitate information in and out of databases (as appropriate).

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Head of Digitisation, First Nations

Direct reports

- Project & Archives Officers, Digitisation Officers and other Temporary project staff
- Interns/volunteers
- Contractors engaged for projects (as applicable).

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

- Application of culturally appropriate collection management and data practices, cultural awareness, and terminology in order to perform in processes that are culturally aware and appropriate. Capacity to embed ICIP into work practice. Proven record in community consultation activities, especially with First Nations (Aboriginal and Torres Strait Islander) communities is desirable.
- Demonstrated understanding and experience in collection information management and contemporary digital collection management practices, including the use of databases such as EMu, Fotoware or similar; data manipulation and database skills, including data migration and data import/export experience and the use of CSV files; Excel proficiency; file management proficiency. Including working knowledge of relevant Intellectual Property considerations, including copyright, to apply in work delivery.
- Experience in team leadership, project management, and reporting. Demonstrating an understanding of museum and facility management with respect to operations, presentation, and safety.
- A high level of organisational skills and an understanding of financial, technological, procurement, contract, and project management requirements.
- Experience and demonstrated knowledge of museum practices with respect to collection storage, documentation, research, and materials conservation considerations – including experience in the professional handling, packing, transport, and storage of First Nations objects, records and archives.
- Holds a current full NSW Driver License. The role holder must be prepared to travel between the AM's various sites which holds its collections, and to external stakeholders as needed to support the work of the First Nations Division.

Essential requirements

- Appropriate approved tertiary qualifications in a relevant subject area, or relevant equivalent professional practice and experience.

Capabilities for the role


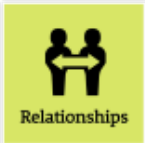
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> 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 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Focus on key points and speak in plain English Clearly explain and present ideas and arguments Listen to others to gain an understanding and ask appropriate, respectful questions Promote the use of inclusive language and assist others to adjust where necessary Monitor own and others' non-verbal cues and adapt where necessary Write and prepare material that is well structured and easy to follow Communicate routine technical information clearly 	Adept



Work Collaboratively
Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

Adept



Deliver Results
Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Adept



Plan and Prioritise
Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

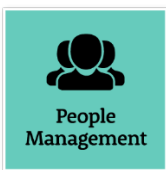
- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management 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 project planning, coordination and control methods

Adept



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- Clarify the work required, and the expected behaviours and outputs
- Clearly communicate team members' roles and responsibilities
- Contribute to developing team capability and recognise potential in people
- Recognise good performance, and give support and regular constructive feedback linked to development needs
- Identify appropriate learning opportunities for team members
- Create opportunities for all team members to contribute
- Act as a role model for inclusive behaviours and practices
- Recognise performance issues that need to be addressed and seek appropriate advice






Foundational

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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	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	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 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	Foundational
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational