

Role Description

Head of International Engagement



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Australian Museum
Division/Branch/Unit	Museum Experience & Engagement
Role number	51018755
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	111211
PCAT Code	2121103
Date of Approval	November 2025
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 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 Head of International Engagement will develop, implement and monitor a long-term strategy that will measurably increase the Museum's international brand visibility and maximise revenue and impact from international activities. This includes developing the Museum's comprehensive touring exhibitions programme, focusing primarily on outbound exhibitions, international consultancy, strategic partnerships, and global advocacy initiatives.

The Head of International Engagement will manage touring exhibitions delivery, negotiate contracts with tour venues, lending institutions/tour exhibition providers, contractors, and work with stakeholders across the Museum to deliver engaging and commercially successful projects that showcase the Australian Museum's missions and values, while bringing international content to the Australian public.

Key accountabilities

- **International Strategy and Delivery** Lead the development and implementation of the Museum's international strategy, building frameworks for coordinated oversight of international initiatives and ensuring programs exceed performance indicators while securing external funding opportunities.
- **Touring Programme Development** Lead the conception, development and delivery of the Museum's national and international touring exhibitions programme, ensuring exhibitions fulfill their touring potential through strategic coordination of design development, loan strategies and project requirements.
- **Touring Programme Operations** Manage the successful execution of outbound touring exhibitions to the highest standard, on time and to budget, coordinating with the Head of Exhibitions for exhibition materials delivery, preparing contracts, and managing loans, logistics, design development and venue liaison.
- **Strategic Partnership Cultivation** Cultivate and maintain strategic partnerships with international and national foundations, universities, cultural organisations, museums and diplomatic partners, coordinating outreach efforts and representing the Museum at industry events.
- **Team Leadership and Development** Lead, motivate and develop the Touring Exhibitions team to deliver high-quality exhibitions, working with senior colleagues to allocate resources and manage direct reports through recognition of success and addressing development needs.
- **Financial Management** Set, manage and monitor budgets, income and expenditure for outbound touring exhibitions and international programmes, demonstrating skilled project, budget and resource planning in collaboration with the Director MEE, Head of Exhibitions and Finance team.
- **Risk Management** Create and maintain comprehensive risk and mitigation registers for international activities and touring exhibition programmes, ensuring proactive identification and management of potential challenges.
- **Cultural Responsibility** Foster access, diversity and inclusion in national and international programmes while supporting the Museum's commitment to First Nations advocacy and contributing to conversations around climate change, environment and wildlife conservation.

Key challenges

- Balancing competing priorities across a diverse portfolio while navigating complex international partnerships and cultural sensitivities
- Negotiating complex, high-value international contracts across multiple legal jurisdictions while managing financial risk and ensuring cultural and collection safety
- Delivering impactful international programmes within ongoing resource constraints while building new revenue streams and maintaining sector leadership

Key relationships

Who	Why
Internal	
Director, Experience and Engagement	<ul style="list-style-type: none"> Receive guidance and advice; provide expert advice and reports on key issues relating to the delivery of touring exhibitions and international relationships; discuss strategy
Executive Leadership Team	<ul style="list-style-type: none"> Provide expert advice and reports on key issues relating to the delivery of touring exhibitions and international relationships; discuss strategy
Head of Exhibitions	<ul style="list-style-type: none"> Collaborate with in the development of both outbound and inbound touring strategies and execution.
Direct Reports	<ul style="list-style-type: none"> Provides guidance and support; discusses issues relating to strategic objectives; mentors and supports individual professional development Collaborate with in the development of Museum wide strategies and plans (e.g. audience engagement strategy)
Branch Managers	<ul style="list-style-type: none"> Liaise and collaborate with to ensure the delivery of exhibitions in line with work schedules/plans and Australian Museum strategy
Managers - Cultural Collections, Education, Programming, Digital	<ul style="list-style-type: none"> Collaborate with to ensure the successful delivery of exhibition project
Senior Manager, Physical Infrastructure and & Manager, ICT	<ul style="list-style-type: none"> Develop a maintain effective working relationships; discuss contemporary issues and the advantages of alternative solutions to traditional methods of public programming in museums
Colleagues across AM	
External	
Contractors and External Service providers	<ul style="list-style-type: none"> Negotiate contract; oversee the provision of services, ensuring the delivery of projects on time and within budget
International Museums and Cultural/Universities/Research Institutions	<ul style="list-style-type: none"> Develop and maintain strategic partnerships; negotiate contracts for inbound and outbound touring exhibitions; explore collaboration opportunities for joint programming, research, and collection sharing; promote Australian Museum exhibitions for outbound touring
National Museums across Australia and Pacific Region	<ul style="list-style-type: none"> Foster sector-wide collaboration; coordinate national touring programmes; share expertise and resources; provide advisory support; facilitate knowledge exchange and capacity building
International Touring Companies	<ul style="list-style-type: none"> Source and assess potential inbound touring exhibitions; negotiate contracts including fees, loan conditions, and installation requirements; coordinate logistics and technical specifications

Who	Why
International Dignitaries, Consulates and Embassies	<ul style="list-style-type: none"> • Manage high-level visits and delegations; coordinate diplomatic protocols for exhibition openings and cultural events; strengthen bilateral cultural relationships; facilitate visa support and international project approvals
International Tour Venues	<ul style="list-style-type: none"> • Negotiate contracts for outbound Australian Museum exhibitions; coordinate exhibition delivery, installation, and promotion; maintain relationships to ensure excellent service delivery; evaluate touring success

Role dimensions

This role has autonomy and makes decisions that are under their direct control. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

Reporting line

Director Museum Experience & Engagement

Direct reports

Touring Exhibition team

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

- Extensive experience in international cultural programming and touring exhibitions management within museums or cultural institutions, with demonstrated success developing and implementing strategies that deliver measurable outcomes in brand visibility, revenue generation and stakeholder impact
- Demonstrated success cultivating and maintaining strategic partnerships with international cultural organisations, museums, universities, foundations and diplomatic partners, with excellent stakeholder engagement skills and ability to represent the organisation at senior levels
- Proven ability to manage complex, multi-stakeholder exhibition projects from conception to delivery, including expertise in exhibition logistics, contract negotiation, loans management, conservation requirements, budget management and risk mitigation
- Strong leadership and people management capabilities with proven ability to lead, motivate and develop high-performing teams while demonstrating commercial acumen in revenue generation and financial planning for cultural programs

- Understanding of cultural responsibility, access and inclusion principles in program delivery, with knowledge of First Nations cultural protocols and experience working collaboratively with Aboriginal and Torres Strait Islander communities
- Experience securing external funding for international cultural programs, with understanding of climate change, environmental sustainability and wildlife conservation advocacy in museum contexts

Essential requirements

- Tertiary qualifications in museum studies, cultural management, arts administration, international relations, business administration, project management or related discipline, or equivalent knowledge, skills and experience.
- Ability and willingness to travel internationally frequently to manage touring exhibitions, negotiate partnerships, represent the Museum at industry events, and oversee program delivery

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.

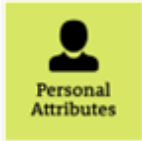
The capabilities are separated into focus capabilities and complementary capabilities

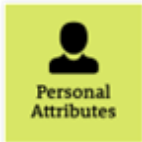

Focus capabilities




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.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage	Remain composed and calm and act constructively in highly pressured and unpredictable environments	Advanced
	Be open and honest, prepared to express your views, and willing to accept contrary views and commit to change	Give frank, honest advice in response to strong	
		Accept criticism of own ideas and respond in a thoughtful and considered way	

		<p>Welcome new challenges and persist in raising and working through novel and difficult issues</p> <p>Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues</p>	
	<p>Act with Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<p>Model the highest standards of ethical and professional behaviour and reinforce their use</p> <p>Represent the organisation in an honest, ethical and professional way and set an example for others to follow</p> <p>Promote a culture of integrity and professionalism within the organisation and in dealings external to government</p> <p>Monitor ethical practices, standards and systems and reinforce their use</p> <p>Act promptly on reported breaches of legislation, policies and guidelines</p>	<p>Adept</p>
	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<p>Present with credibility, engage diverse audiences and test levels of understanding</p> <p>Translate technical and complex information clearly and concisely for diverse audiences</p> <p>Create opportunities for others to contribute to discussion and debate</p> <p>Contribute to and promote information sharing across the organisation</p> <p>Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</p> <p>Explore creative ways to engage diverse audiences and communicate information</p> <p>Adjust style and approach to optimise outcomes</p> <p>Write fluently and persuasively in plain English and in a range of styles and formats</p>	<p>Advanced</p>

	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial 'win-win' outcomes Show sensitivity and understanding in resolving acute and complex conflicts and differences Identify key stakeholders and gain their support in advance Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Anticipate and minimise conflict within the organisation and with external stakeholders	Advanced
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	Seek and apply the expertise of key individuals to achieve organisational outcomes Drive a culture of achievement and acknowledge input from others Determine how outcomes will be measured and guide others on evaluation methods Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control business unit output to ensure government outcomes are achieved within budgets Progress organisational priorities and ensure that resources are acquired and used effectively	Advanced
	Think and Solve Problems Think, analyse and consider the broader	Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues	Advance

context to develop practical solutions

Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others

Take account of the wider business context when considering options to resolve issues

Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements

Implement systems and processes that are underpinned by high-quality research and analysis

Look for opportunities to design innovative solutions to meet user needs and service demands

Evaluate the performance and effectiveness of services, policies and programs against clear criteria



Project Management

Understand and apply effective planning, coordination and control methods

Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management

Advanced

Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound

Assess relative cost benefits of various purchasing options

Promote the role of sound financial management and its impact on organisational effectiveness

Obtain specialist financial advice when reviewing and evaluating finance systems and processes












Respond to financial and risk management audit outcomes, addressing areas of non-compliance in a timely manner

 People Management	Manage and Develop People	<p>Refine roles and responsibilities over time to achieve better business outcomes</p> <p>Engage and motivate staff, and develop capability and potential in others</p> <p>Recognise talent, develop team capability and undertake succession planning</p> <p>Coach and mentor staff and encourage professional development and continuous learning</p> <p>Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation</p> <p>Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives</p>	<p>Advanced</p>
 People Management	Optimise Business Outcomes	<p>Engage in strategic and operational workforce planning that effectively uses organisational resources to achieve business goals</p> <p>Manage people and resources effectively to achieve public value</p> <p>Resolve any barriers to recruiting and retaining people of diverse cultures, backgrounds and experiences</p> <p>Encourage team members to take calculated risks to support innovation and improvement</p> <p>Align systems and processes to encourage improved performance and outcomes</p>	<p>Adept</p>

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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Finance	Understand and apply effective planning, coordination and control methods	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept