

Role Description

Collections Storage & Logistics Officer



Role Description Fields	Details
Department/Agency	Department of Creative Industries, Tourism, Hospitality and Sport /Australian Museum
Division/Branch/Unit	Australian Museum Research Institute/ Life and Geosciences
Role number	TBD
Classification/Grade/Band	Clerk Grade 3/4
Senior executive work level standards	Not Applicable
OSCA Code	561311
PCAT Code	1325191
Date of Approval	12 March 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

The role supports the day-to-day operations of collection movements and storage across Australian Museum sites, including William St and Castle Hill in Sydney, and Bathurst and Canowindra in regional NSW. Working under the



direction of the Collections Storage and Logistics Manager, this role provides practical assistance with collection handling, documentation, and logistics activities to ensure specimens and objects are safely moved, stored, and tracked according to professional museum standards.

This position may be required to act as an object courier on behalf of AM.

Key accountabilities

- Assist with the implementation of collection management activities including handling, packing, movement, and storage of specimens and objects according to professional museum standards and WH&S requirements.
- Support documentation activities by maintaining accurate records of collection movements, locations, and condition, using collection management databases and other record-keeping systems.
- Assist with logistics coordination including scheduling collection movements, booking transport, preparing equipment and materials, and liaising with internal teams.
- Support data entry and compilation of information for project tracking and reporting purposes.
- Assist with preparation of work areas, equipment setup, and post-activity cleanup in accordance with WH&S procedures.
- Provide general administrative support including filing, record keeping, maintenance of project files, and responding to routine enquiries.
- Support stakeholder communication by distributing information and maintaining correspondence records as directed.

Key challenges

- Managing multiple tasks simultaneously while maintaining attention to detail and quality standards for specimen handling and documentation.
- Adapting to changing priorities and work schedules across multiple sites with varying requirements.
- This role requires the role holder to carry out physical tasks within the parameters of the AM's Workplace Health & Safety (WH&S) requirements, which may include manual handling, repetitive bending, kneeling, twisting and/or squatting, and working at heights. Must adhere to all WH&S obligations, responsibilities, and legislative requirements.

Key relationships

Internal

Who	Why
Collections Storage and Logistics Manager	<ul style="list-style-type: none"> • Receive direction, guidance, and task assignments. • Provide regular updates on work progress. • Seek advice and escalate issues. • Support delivery of collection management activities.
Head of Life and Geosciences Collections, Australian Museum Research Institute	<ul style="list-style-type: none"> • Provide administrative support as directed. • Contribute to project activities as required.
Collection Managers, Conservators, Technical Officers	<ul style="list-style-type: none"> • Coordinate activities and schedules. • Exchange information and updates. • Work collaboratively on collection tasks.
Exhibitions, Security, Facilities, and other AM Staff	<ul style="list-style-type: none"> • Develop effective working relationships. • Exchange information and respond to enquiries.

Who	Why
	<ul style="list-style-type: none"> Coordinate access and logistics.

External

Who	Why
Service providers	<ul style="list-style-type: none"> Assist with coordination of service delivery. Communicate requirements as directed. Facilitate access and logistics.

Role dimensions

Decision making

This role works under direct supervision from the Collections Storage and Logistics Manager. Day-to-day decisions are made within established procedures and clear guidelines. Issues outside routine procedures or requiring changes to plans are referred to the Collections Storage and Logistics Manager for direction.

Reporting line

Head of Life & Geosciences.

Day to day supervision: Collections Storage and Logistics Manager

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Experience in handling, storing, or caring for objects, specimens, or materials requiring precision and manual dexterity, gained in a museum, archive, natural sciences, cultural heritage, or similar collection environment.
- Demonstrated ability to follow documented procedures, maintain accurate records, and apply WH&S principles in a hands-on operational setting, including safe manual handling practices.
- Holds a current full NSW Driver's Licence. The role holder must be prepared to travel between the AM's various sites.

Essential requirements

- A current Elevated Work Platform (Yellow Card) or willingness to obtain one.
- A current Forklift licence

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	<ul style="list-style-type: none"> • 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
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	<ul style="list-style-type: none"> • Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information 	Intermediate
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Build a supportive and collaborative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by working together effectively • Share information with others to solve problems together • Support others in difficult situations • Use collaboration tools, including digital technology, to work effectively with others 	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Understand the team and business unit's goals and set work tasks that contribute to meeting them • Set and develop team goals and plans, and use feedback to inform planning • Respond proactively to changing circumstances and adjust your plans when necessary • Consider how immediate and longer-term organisational issues might affect the achievement of your team and business unit goals • Adapt and respond proactively when priorities and work environments change 	Intermediate
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs 	Intermediate
 Business Enablers	Project Management Understand and use effective ways to plan, coordinate and control projects	<ul style="list-style-type: none"> • 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	Intermediate
 Personal Attributes	Manage Self	Be persistent, self-reflect and commit to learning	Foundational
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Foundational
 Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Foundational

Capability group/sets	Capability name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational