

# Role Description

## Exhibitions Project Officer



Cluster	Creative Industries, Tourism, Hospitality and Sport
Agency	Australian Museum
Division/Branch/Unit	Museum Experience and Engagement / Exhibitions
Role number	Various
Classification/Grade/Band	Exhibition Project Officer Skill Level 1-5
Senior executive work level standards	Not Applicable
ANZSCO Code	331211
PCAT Code	1119192
Date of Approval	05 August 2021, minor amendments made June 2025
Agency Website	<a href="https://australian.museum">https://australian.museum</a>

### 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](#).

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 Exhibitions Project Officer supports the Exhibition Production team in the fabrication, production, installation and maintenance of exhibitions, in compliance with legal, building and work health and safety laws and codes of practice, following best practice standards and in consideration of the visitor experience. Exhibition fabrication tasks may include; carpentry/cabinet making, metal fabrication, mount making, molding

and casting, model making, lighting and program scripting, AV installation, in addition to exhibition installation/de-installation. The role may require off-site work requiring flexibility.

## Key accountabilities

- Prepare and fabricate exhibitions through techniques including; molding and casting, model making, carpentry/cabinet making, metal fabrication and mount making.
- Perform exhibition installation and de-installation activities, including: object handling and placement, painting, plastering, lighting and program scripting.
- Comply with production standards for the Australian Museum’s on site and touring exhibitions, ensuring timely, safe and quality exhibition installations compliant with internal and external stakeholder expectations, policies and legislation.
- Collaborate with internal and external stakeholders for the production and installation of exhibitions, ensuring that exhibitions are produced and installed according to plan, as well as maintaining exhibitions through intensive maintenance programs.
- Follow safe work practices in compliance with current WHS standards, codes of practice and Australian Museum policies, and report hazards, incidents or near misses promptly to the relevant supervisor.
- Support and assist the Exhibitions team to find innovative solutions to key challenges.

## Key challenges

- Balancing competing fabrication and installation deadlines across multiple concurrent exhibition projects, where the precision and quality of trade-based work cannot be compromised regardless of time pressure or shifting priorities.
- Ensure and maintain the safety of exhibitions in compliance with current knowledge of WHS standards and principles.

## Key relationships

Who	Why
<b>Internal</b>	
Head of Exhibitions	<ul style="list-style-type: none"> <li>• Provide project status updates and information regarding project variations</li> </ul>
Exhibition Production Coordinators	<ul style="list-style-type: none"> <li>• Assignment of projects and direct reporting of work in progress; Collaborate for the development of exhibition and program plans and project budget need</li> </ul>
Exhibition Project Team	<ul style="list-style-type: none"> <li>• Seek and receive guidance, direction and feedback regarding work performance; escalate issues and provide regular updates on project delivery issues and priorities.</li> <li>• Collaborate with in the development of realistic exhibition and program plans</li> </ul>
<b>External</b>	
Suppliers	<ul style="list-style-type: none"> <li>• Liaise with for supplying/ordering of materials, equipment, or maintenance work when required.</li> </ul>

## 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.

Determine and make recommendations on how problems with displays will be dealt with, which suppliers are to be used, and day-to-day operations set with guidance by the Exhibition Production Coordinators.

### Reporting line

Reporting to Head of Exhibitions;

Day-to-day supervision: Exhibition Production Coordinators

### Direct reports

N/A

### Budget/Expenditure

N/A

## Key knowledge and experience

- Prior experience with Exhibition fabrication tasks such as carpentry/cabinet making, molding and casting, model making, metal fabrication, mount making, as well as exhibition installation/de-installation.

## 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.

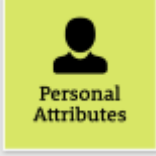


The capabilities are separated into **focus capabilities** and **complementary capabilities**.

### 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
 <p>Personal Attributes</p>	<p><b>Display Resilience and Courage</b></p> <p>Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<ul style="list-style-type: none"> <li>• Be open to new ideas and approaches</li> <li>• Offer own opinion, ask questions and make suggestions</li> <li>• Adapt well to new situations</li> <li>• Do not give up easily when problems arise</li> <li>• Stay calm in challenging situations</li> </ul>	Foundational
 <p>Relationships</p>	<p><b>Commit to Customer Service</b></p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Recognise the importance of customer service and understanding customer needs</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services that meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> <li>• Recognise that customer service involves both external and internal customers</li> </ul>	Foundational
	<p><b>Work Collaboratively</b></p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>• Build a supportive and cooperative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes that were achieved by effective collaboration</li> <li>• Engage other teams and units to share information and jointly solve issues and problems</li> <li>• Support others in challenging situations</li> <li>• Use collaboration tools, including digital technologies, to work with others</li> </ul>	Intermediate
 <p>Results</p>	<p><b>Deliver Results</b></p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own work and that of the team or unit</li> <li>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>• Identify any barriers to achieving results and resolve these where possible</li> <li>• Proactively change or adjust plans when needed</li> </ul>	Intermediate
	<p><b>Think and Solve Problems</b></p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>• Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>• Research and analyse information to make recommendations based on relevant evidence</li> </ul>	Intermediate

## FOCUS CAPABILITIES

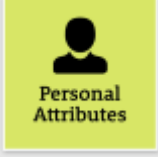
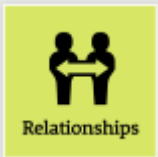
Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Identify issues that may hinder the completion of tasks and find appropriate solutions</li> <li>Be willing to seek input from others and share own ideas to achieve best outcomes</li> <li>Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>	
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>Perform basic research and analysis to inform and support the achievement of project deliverables</li> <li>Contribute to developing project documentation and resource estimates</li> <li>Contribute to reviews of progress, outcomes and future improvements</li> <li>Identify and escalate possible variances from project plans</li> </ul>	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.

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational