

Role Description

Cultural Collection Enhancement Project

Assistant, First Nations



Role Description Fields	Details
Department/Agency	Australian Museum
Division/Branch/Unit	First Nations / Cultural Collections Enhancement
Role number	TBC
Classification/Grade/Band	5/6
Senior executive work level standards	Work Contribution Stream: Service/Operational Delivery
OSCA Code	511231
PCAT Code	1339192
Date of Approval	11 August 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 AM operates within the NSW Department of Creative Industries, Tourism, Hospitality and Sport cluster, and is the first museum in Australia, 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.

About Collections Enhancement

The Cultural Collection Enhancement branch (CCE) delivers on the Collection Enhancement Project (CEP). CEP is a 10-year project that is digitising the AM's biological, geological, and cultural collections. This includes digital registration of collection material in the collection management system, digitisation - imaging cultural collection materials, barcoding collections, supporting community consultation activities and enhancing collection documentation and metadata.

The AM's Cultural Collections are located across several AM sites. The AM's CEP Cultural Collection programs include work across six collections: Pasifika Cultural Collections; Aboriginal and Torres Strait Islands Cultural Collection; Aboriginal Archaeology Collections; World Cultures Collection; Archives; and Rare Books Library.

Primary purpose of the role

The CCE Project Assistant, First Nations supports the Head of Digitisation, First Nations and the CCE team in delivering First Nations digitisation and collection enhancement projects at the Australian Museum, including the Cultural Collection Enhancement and First Nations Community Access to Archives programs.

The role provides administrative, coordination and project support services, contributing to culturally appropriate project delivery through the application of Indigenous Cultural & Intellectual Property (ICIP) principles and cultural protocols, while maintaining high museum standards.

Key accountabilities

- Coordinate scheduling, correspondence and administrative activities across projects, adjusting priorities to meet changing deadlines and stakeholder needs.
- Provide project and operational support, including procurement coordination, record management and project administration in line with relevant policies and procedures.
- Liaise with project contributors, contractors and stakeholders to coordinate activities and support delivery of project milestones and outcomes.
- Provide administrative support for collections activities, including processing purchase orders and invoices, maintaining records, and assisting with loans and contract administration.
- Use digital tools and collection management systems to support digitisation and collection enhancement activities, ensuring information and digital assets are accurately maintained.
- Maintain project records and prepare timely reports to support effective project management and decision-making.
- Provide responsive administrative support and information to internal and external stakeholders, facilitating project delivery and culturally appropriate engagement.

Key challenges

- Balancing competing priorities, stakeholder requests and project deadlines across multiple workstreams and locations while ensuring project support activities are delivered accurately and on time.
- Ensuring ethical and culturally appropriate processes are followed, including maintaining cultural protocols and the AM's professional reputation.
- This role may require 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. Adhere to all obligations, responsibilities, and legislative requirements under current WH&S legislation and regulations, ensuring all areas under supervision are monitored for WH&S risks and hazards and are reviewed regularly, escalating issues promptly to the role-holder's manager.

Key relationships

Internal

Who	Why
Head of Digitisation, First Nations	• To seek advice, receive overall direction and information. • To convey information and discuss project issues and services. • Liaise regarding workloads and workflows, scheduling and improvements to procedures and processing methods. • Provide advice and escalate or redirect issues; manage tight or conflicting deadlines; provide regular updates on project delivery matters as required.
CCE team and First Nations Division	• Support team members • Participate in meetings, share information, and provide input on issues. • Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues. • Contribute to discussions and decisions regarding key projects and deliverables
Australian Museum Staff	• Participate in meetings, share information, and provide input on issues. • Collaborate with, as required

External

Who	Why
Community / stakeholders	• Respond to queries, identify needs, provide accurate information, communicate services, and redirect, escalate or resolve issues. • Provide assistance using knowledge of AM policies and procedures as well as cultural capability.
Contractors, external service providers	• Negotiate contracts; oversee the provision of services, ensuring the delivery of projects on time and within budget.

Role dimensions

Decision making

This role exercises judgement and makes decisions within defined policies, procedures and delegated authority. Matters that may significantly impact project outcomes, timeframes, budgets or stakeholder relationships are referred to the Head of Digitisation, First Nations for guidance and decision. The role is accountable for delivering assigned work on time and to agreed standards of quality, accuracy and service.

Reporting line

This role reports to Head of Digitisation, First Nations.

Direct reports

Nil. Project specific staff supervision and coordination, including of contractor and casual personnel on a projects-needs basis may be applicable.

Budget/Expenditure

Nil.

Key knowledge and experience

- Proven ability to organise, prioritise, and manage multiple competing tasks and deadlines, demonstrating flexibility and sound judgement when priorities change at short notice.
- Experience working collaboratively with internal and external stakeholders with competing demands to support project delivery and positive service outcomes.
- Strong communication skills across a range of formats, with the ability to express information clearly - verbally (face-to-face or video conferencing) and in writing (email, reports, and other documentation).
- Sound understanding of culturally appropriate collection practices and the application of Indigenous Cultural and Intellectual Property (ICIP) principles when working with First Nations cultural materials, communities and stakeholders.
- Experience using digital systems and technologies to support project administration, records management, collection documentation and reporting activities.
- Holds a current full NSW Driver's Licence. The role holder must be prepared to travel between the AM's various sites and to external stakeholders as needed to support the work of the First Nations Division and the AM.

Essential requirements

- Relevant qualifications and/or demonstrated experience in project management, arts administration, museums, cultural heritage, archives, information management or a related field.
- Demonstrated understanding of culturally appropriate collection practices and experience working respectfully with Aboriginal and Torres Strait Islander communities and cultural materials.

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
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• 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	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes		- Work through challenges - Remain calm and focused in challenging situations	
 Relationships	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
 Relationships	Work Collaboratively Collaborate with others and value their contribution	- 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
 Results	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
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	- 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	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
		Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs	
 Business Enablers	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
 Business Enablers	Project Management Understand and use effective ways to plan, coordinate and control projects	- 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
	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate

Capability group/sets	Capability name	Description	Level
Personal Attributes			
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	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	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
 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