

Role Description

Divisional & Governance Coordinator



Role Description Fields	Details
Department/Agency	Australian Museum
Division/Branch/Unit	Strategy, Governance and Development
Role number	51018750
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Work Contribution Stream: Service/Operational Delivery
OSCA Code	561131
PCAT Code	1227221
Date of Approval	TBC
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 Australian Museum is committed to building a workforce that reflects the rich diversity of the communities we serve.

We actively encourage applications from First Nations, Aboriginal and Torres Strait Islander peoples; Pasifika peoples; people with disability, including physical, sensory, cognitive, intellectual, neurological, psychosocial, and chronic health conditions, whether visible or hidden; people from culturally and linguistically diverse backgrounds; people of all ages; members of the LGBTQIA+ community; and people from all socioeconomic backgrounds.

Primary purpose of the role

The Divisional & Governance Coordinator provides high-level executive, governance and administrative support to the Strategy, Governance and Development Division, coordinating governance processes, Board and committee activities, accessibility initiatives and divisional business operations to support effective organisational governance and delivery of strategic objectives.

Key accountabilities

- Executive and Divisional Support - Provide executive and administrative support to the Director, Strategy, Governance and Development and coordinate divisional business operations, including diary and meeting management, correspondence, records management, procurement activities and information flow, to support effective leadership, communication and operational effectiveness.
- Secretariat and Committee Coordination - Coordinate and deliver secretariat support for Board committees, advisory panels and governance forums, including the Audit and Risk Committee, Education Committee, Access & Inclusion Advisory Panel and other governance bodies as required. This includes preparation of agendas, papers and minutes, monitoring actions, maintaining governance records and coordinating stakeholder engagement to support effective governance and decision-making.
- Governance and Compliance - Provide governance and administrative support through the coordination of board and committee processes, preparation of agendas, minutes and reports, maintenance of governance records and registers, action tracking, support for internal and external audit activities, and coordination of statutory reporting requirements.
- Accessibility and Inclusion Coordination - Support the Director, Strategy, Governance and Development in coordinating implementation of the Australian Museum Accessibility and Inclusion Action Plan Stakeholder and Business Coordination - Build and maintain productive relationships with internal and external stakeholders, coordinate the flow of information, resolve routine issues and support the delivery of divisional priorities, projects and organisational objectives.

Key challenges

- Managing multiple governance, committee and divisional priorities simultaneously, ensuring the timely delivery of high-quality information, documentation and support services while maintaining compliance, confidentiality and attention to detail.
- Building effective working relationships and coordinating outcomes across a diverse stakeholder group, including Board members, advisory panels, executive leaders, government stakeholders and community representatives, where competing priorities, sensitive matters and changing requirements require sound judgement and effective communication.

Key relationships

Internal

Who	Why
Director, Strategy, Governance and Development	• Provide executive and administrative support to facilitate effective leadership and achievement of divisional objectives. • Coordinate information, correspondence, briefings, meetings and governance activities.

Who	Why
Strategy, Governance and Development	• Coordinate divisional operations and administrative processes. • Share information and support delivery of divisional priorities, projects and governance obligations.
Legal & Governance Team	• Coordinate Board and committee processes, governance compliance activities, risk management processes, Public Interest Disclosure administration and statutory reporting requirements. • Support delivery of governance initiatives and organisational compliance obligations.
Executive Leadership Team and Managers	• Coordinate governance matters, committee activities, strategic initiatives and organisational priorities. • Obtain information, monitor actions and facilitate implementation of decisions.

External

Who	Why
Board Members, Committee Members and Advisory Panel Members	• Provide secretariat support and coordinate governance processes, meeting documentation, actions and stakeholder communications to support effective decision-making and organisational governance.
Government agencies, regulators and external stakeholders	• Exchange information and coordinate governance, compliance, reporting and operational matters.

Role dimensions

Decision making

This role has 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.

Reporting line

Director, Strategy, Governance and Development

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience providing executive and administrative support to senior leaders including diary management, meeting coordination, correspondence and secretariat services
- Demonstrated experience providing secretariat support to multiple committees and governance forums with strong organizational skills and attention to detail in managing concurrent meeting cycles and documentation requirements

- Knowledge of governance frameworks, compliance requirements and administrative systems with proven ability to coordinate governance activities and maintain records
- Understanding of disability access legislation and standards with experience supporting accessibility initiatives or consultation activities
- Proven ability to prepare high-quality documentation, manage competing priorities and liaise effectively with diverse stakeholders including senior executives and external parties
- Experience with financial transactions, procurement processes and information management systems in a complex organizational environment
- Experience using Tessitura CRM system an advantage.
- Availability to attend after hours events as required

Essential requirements

- Adequate knowledge and experience in order to deliver the Key Accountabilities and perform to the Focus Capabilities outlined in this Role Description

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	• 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
	Manage Self Be persistent, self-reflect and commit to learning	• Adapt your existing skills to new situations • Commit to achieving work goals • Be aware of your strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Persist when tasks are difficult	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes			
 Personal Attributes	Value Diversity and Inclusion Be inclusive and respect diverse backgrounds, experiences and perspectives	- Respond with curiosity and respect individual differences and diverse cultures, backgrounds, experiences, perspectives, values and beliefs - Seek participation from others who may have different backgrounds, lived experience, perspectives and needs - Be open to feedback about bias in language or behaviour - Adapt to the needs of diverse environments and address challenging situations - Build awareness of personal biases and proactively address these	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	- Take responsibility for delivering high-quality customer-focused services - Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements - Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience - Use customer data, feedback and insights to improve service delivery - Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers - Maintain relationships with key customers in your area of expertise - Connect and collaborate with relevant customers from the community	Adept
 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

Capability group/sets	Capability name	Behavioural indicators	Level
 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
 Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational

Capability group/sets	Capability name	Description	Level
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 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	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	Intermediate