

Role Description

Employee Experience Lead



Role Description Fields	Details
Department/Agency	Australian Museum
Division/Branch/Unit	People & Culture
Role number	51018674
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
OSCA Code	222131
PCAT Code	1224549
Date of Approval	22 September 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

Lead the design, delivery and continuous improvement of employee experience initiatives across the employee lifecycle to strengthen engagement, inclusion, capability development and organisational culture. The role develops and coordinates programs, systems and communication activities that support a positive employee experience and contribute to workforce attraction, retention and performance outcomes.

Key accountabilities

- Lead the development, implementation and evaluation of employee experience initiatives that support engagement, organisational culture and employee wellbeing.

- Lead employee diversity, equity and inclusion programs, action plans and reporting activities that promote workforce diversity objectives and inclusive workplace practices.
- Lead the delivery and continuous improvement of employee recognition, engagement and wellbeing programs, including associated communications, events and activities, to strengthen employee connection and organisational culture.
- Lead learning and development programs, mandatory training requirements and capability-building initiatives to support workforce capability, organisational performance and strategic priorities.
- Lead employee lifecycle experience improvements by reviewing and enhancing onboarding, induction, employee transition and offboarding processes and resources.
- Develop and deliver employee communications, engagement campaigns and information resources that support People and Culture priorities, organisational initiatives and employee understanding.
- Manage employee experience systems and platforms, ensuring data quality, effective utilisation and continuous improvement of functionality and user experience for organisational requirements.

Key challenges

- Driving employee experience improvements across multiple workforce programs and stages of the employee lifecycle while balancing competing organisational priorities, operational demands and stakeholder expectations.
- Influencing managers, employees and stakeholders to actively participate in diversity, capability development, engagement and culture initiatives to achieve workforce and organisational outcomes.
- Identifying and implementing practical improvements to employee experience systems, processes and programs to enhance service quality, user experience and organisational outcomes.

Key relationships

Internal

Who	Why
Associate Director, People & Culture	• Receive direction, provide advice and report on employee experience initiatives and outcomes.
People & Culture team	• Collaborate on employee lifecycle services and workforce programs.

External

Who	Why
Public sector agencies, clients & service providers	• Build and maintain effective partnerships, share information and best practice, coordinate employee experience initiatives and programs, and ensure access to appropriate services and opportunities for employees.
HR colleagues in other cultural institutions	• Benchmark contemporary practices, share knowledge and insights, and identify opportunities to strengthen employee experience, diversity and inclusion, learning and engagement outcomes.

Role dimensions

Decision making

Plan, prioritise and deliver the employee experience work program, adjusting schedules and resources in response to changing organisational priorities and operational requirements.

Make day-to-day decisions within delegated authority, provide sound operational advice consistent with legislation and policy, resolve routine and moderately complex issues, and escalate high-risk or sensitive matters appropriately.

Reporting line

Associate Director, People & Culture

Direct reports

HR Coordinator

Budget/Expenditure

Nil

Key knowledge and experience

- Sound knowledge of employee lifecycle practices and the conditions of employment established under the Government Sector Employment Act 2013, Government Sector Employment Regulation 2014, Government Sector Employment Rules 2014, and relevant awards, determinations and agreements.
- Demonstrated capability in system administration and continuous improvement, preferably involving a learning or employee experience platform, including user support, reporting, data quality, access controls and stakeholder coordination.
- Experience leading projects and continuous improvement initiatives, including the development of programs, resources and communications that support organisational culture and employee outcomes.

Essential requirements

- Relevant tertiary qualifications in Human Resources, Organisational Development, Psychology, Business, Communications or a related discipline, or equivalent demonstrated experience.

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	
 Personal Attributes	Value Diversity and Inclusion Be inclusive and respect diverse backgrounds, experiences and perspectives	- Promote diversity, inclusion and cultural safety in your organisation, for colleagues, customers and stakeholders - Seek practical ways to build cultural safety by removing barriers for people from diverse cultures, backgrounds and experiences - Recognise and adapt to individual abilities, differences and working styles - Support initiatives that create a safe and equitable workplace and a culture that values difference - Recognise and proactively address bias in interactions and decision-making	Adept
 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	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	- Use facts, knowledge and experience to support recommendations - Work towards positive and mutually satisfactory outcomes - Identify and resolve issues during discussions with other staff and stakeholders - Identify others' concerns and expectations - Respond constructively to conflict and disagreements and be open to compromise - Keep discussions focused on the key issues	Intermediate
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	- Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes - Ensure staff understand expected goals and acknowledge staff success in achieving these - Identify the resources people need and ensure goals are achieved within budget and on time - Use business data to evaluate outcomes and inform continuous improvement	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		- Identify priorities that need to change and ensure the way resources are allocated meets new business needs - Ensure you budget for and clearly state the financial impacts of new priorities	
 Business Enablers	Project Management Understand and use effective ways to plan, coordinate and control projects	- Understand all components of the project management process, including the need for change management to achieve business benefits - Prepare clear project proposals and accurate estimates of required costs and resources - Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements - Identify and evaluate risks associated with the project and develop mitigation strategies - Identify and consult with stakeholders, including people with lived experience to inform the project strategy - Communicate the project's objectives and its expected benefits - Monitor the completion of project milestones against goals and take steps to address any problems - Evaluate progress and identify improvements to inform future projects	Adept
 People Management	Manage and Develop People Engage with and motivate staff, and develop their capability and potential	- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes - Adjust performance development processes to meet the diverse abilities and needs of individuals and teams - Develop work plans that consider capability, strengths and opportunities for development - Be aware of the effects of bias when managing team members - Seek feedback about your management capabilities and develop strategies to improve on them - Address and resolve team and individual performance issues, including unsatisfactory performance, promptly and effectively - Monitor and report on team performance in line with established performance development frameworks - Develop positive relationships to ensure cultural safety and trust between team members	Adept

Occupation specific capability set	Behavioural indicators	Level
 Employee services Deliver customer focused services to optimise the employment life-cycle experience at an individual and organisational level	• Deliver required workforce management services to employees and managers in line with service-level agreement for the division or organisation, ensuring compliance with legislative and regulatory requirements. • Advise managers and employees on more complex employment issues, escalating matters as required. • Provide specialist support to managers and employees during the implementation of new or changed employee service offerings. • Use tools to analyse processes in order to identify opportunities to improve response times, increase quality and reduce costs. • Evaluate internal feedback to inform and facilitate high quality, responsive employee services. • Conduct analysis to determine the impacts of legislative or policy changes and implement required changes in order to maintain compliance. • Evaluate service levels and provide timely ad-hoc and regular feedback to third party suppliers	Level 2

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	Adept
 Personal Attributes	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate

Capability group/sets	Capability name	Description	Level
 Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Adept
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 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	Foundational

Capability group/sets	Capability name	Description	Level
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
 People Management	Manage Reform and Change	Support and champion change, and help others to engage with change	Intermediate