

Role Description

Project Coordinator



Role Description Fields	Details
Department/Agency	Australian Museum
Division/Branch/Unit	Corporate Services
Role number	50051139
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
OSCA Code	133111
PCAT Code	2221522
Date of Approval	June 2026
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 & 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 Project Coordinator leads and supports the planning, coordination, and delivery of complex infrastructure and facilities projects within a museum environment. Drawing on extensive experience, the role ensures that capital works and operational projects are delivered in alignment with institutional priorities, heritage considerations, and stakeholder expectations.



Key accountabilities

- Lead and coordinate a range of capital works and operational projects, ensuring delivery on time, within budget, and to high-quality standards, while aligning with the museum’s strategic objectives and cultural values.
- Prepare, manage, and maintain comprehensive project documentation—including briefs, risk registers, procurement records, and evaluation reports—to support governance, compliance, and informed decision-making.
- Engage and collaborate with internal stakeholders (e.g., curatorial, conservation, exhibitions, and visitor services teams) and external partners (e.g., consultants, contractors, and government agencies) to ensure project outcomes enhance the Australian Museum’s built environment and visitor experience.
- Facilitate working groups, stakeholder consultations, and committee meetings, ensuring effective communication, issue resolution, and alignment with project plans. Prepare relevant progress reports where applicable.
- Monitor project progress against milestones and deliverables, proactively identifying risks and implementing mitigation strategies to ensure successful outcomes.
- Conduct research and analysis to support strategic planning, including heritage impact assessments, accessibility improvements, and sustainability initiatives.
- Provide expert guidance on building services, heritage infrastructure, and museum-specific operational requirements, ensuring all works are sensitive to the museum’s cultural and historical context.

Key challenges

- Managing multiple, concurrent projects in a dynamic cultural environment with competing priorities, tight deadlines, and the need for discretion and confidentiality.
- Working closely with a variety of stakeholders including Collection Care and Conservation, the Facilities Management team and Security internally, specialist contractors and service providers. Navigating complex stakeholder relationships, balancing operational needs with curatorial, conservation, and public engagement priorities.
- Ensuring compliance with heritage, accessibility, and safety standards while delivering innovative and functional infrastructure solutions.

Key relationships

Internal

Who	Why
Head of Facilities	<ul style="list-style-type: none">• Provide expert advice and contribute to decision making regarding projects and issues• Keep informed, escalate issues and propose solutions• Receive guidance and provide regular updates on projects, issues and priorities• Respond to requests for input
Project Team	<ul style="list-style-type: none">• Guide, support, coach and mentor team members• Support team members and work collaboratively to contribute to achieving team outcomes

External

Who	Why
Project Stakeholders, Contractors	<ul style="list-style-type: none">• Develop and maintain effective relationships and open channels of communication

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for ensuring timely, high-quality delivery of assigned work while making independent decisions within project scope, escalating to those with broader institutional impact.

Reporting line

The role reports to the Head of Facilities

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience in project planning, delivery, and contract management within a cultural or heritage building environment.
- In-depth knowledge of building fabric, structure, and engineering services, particularly in the context of public and heritage-listed facilities.
- Proven ability to manage projects in sensitive environments, balancing operational needs with conservation and curatorial priorities.
- Experience with financial administration, including procurement and invoice processing and tracking project budgets and forecasts. Experience using JSAP or myWorkZone advantageous.
- A current Australian drivers license.
- White card, or the ability to obtain one.

Essential requirements

- Tertiary qualifications in a relevant discipline and/or equivalent industry experience in project management, facilities and /or building service management.

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
 Personal Attributes	Manage Self Be persistent, self-reflect and commit to learning	<ul style="list-style-type: none"> Keep up to date with contemporary knowledge and practices Seek and take advantage of opportunities to learn and apply new skills Commit to achieving challenging goals Seek and respond positively to constructive feedback and advice Examine and reflect on your performance 	Adept
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	<ul style="list-style-type: none"> Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation Clearly explain complex ideas and arguments to individuals and groups Create opportunities for others to contribute Share information with other teams and business units to enable informed decision-making Write clearly and concisely in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences Pay attention and encourage others to express their views 	Adept
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> 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 	Intermediate




Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Resolve complex customer issues Cooperate across work areas to improve outcomes for customers 	
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	<ul style="list-style-type: none"> 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 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 	Adept
 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"> 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 	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Monitor the completion of project milestones against goals and take steps to address any problems Evaluate progress and identify improvements to inform future projects 	
 <p>People Management</p>	<p>Optimise Business Outcomes Manage people and resources effectively to achieve public value</p>	<ul style="list-style-type: none"> Develop team and business unit plans that consider team capabilities and strengths to meet current and future business needs Plan and monitor resource allocation effectively to achieve team and business unit goals When planning resources, consider the attraction and retention of people with diverse cultures, backgrounds and experiences Ensure team members understand and apply public sector business principles Participate in wider organisational workforce planning to ensure capable resources are available 	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
 <p>Personal Attributes</p>	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 <p>Personal Attributes</p>	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
 <p>Relationships</p>	Work Collaboratively	Collaborate with others and value their contribution	Intermediate

Capability group/sets	Capability name	Description	Level
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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	Intermediate
 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
 People Management	Manage and Develop People	Engage with and motivate staff, and develop their capability and potential	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational

Capability group/sets	Capability name	Description	Level
People Management	Manage Reform and Change	Support and champion change, and help others to engage with change	Foundational
 People Management			