

# Role Description

## Senior Executive Assistant



Role Description Fields	Details
Department/Agency	Australian Museum
Division/Branch/Unit	Office of the Director and CEO
Role number	51018789
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
OSCA Code	531111
PCAT Code	1223132
Date of Approval	17 April 2026
Agency Website	<a href="https://australian.museum">https://australian.museum</a>

### 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

The Executive Assistant provides a comprehensive range of executive, secretarial and administrative support services across complex and sensitive issues to support the Director & CEO and the office. The role requires high-level judgement, discretion, and the ability to independently manage multiple priorities while acting as a trusted adviser on administrative and organisational matters.

### Key accountabilities

- Executive Support & Advisory

- Act as the first point of contact for the Director & CEO, exercising considerable judgement in analysing, assessing and prioritising matters, initiating action with minimal direction, and providing proactive advice on complex administrative, scheduling and operational matters while maintaining the highest level of confidentiality
- Anticipate needs and identify potential issues before they arise, developing solutions independently to optimise the Director & CEO's effectiveness
- Executive Office Management
- Manage the Director & CEO's diary appointments, records and correspondence with minimal supervision, coordinating complex travel arrangements and all aspects of travel itineraries including international travel logistics
- Prepare, coordinate and review high-level communications including Weekly All Staff email, submissions, briefing notes, reports and correspondence on complex policy and operational matters, often with competing deadlines and stakeholder interests
- Research, collate, analyse and synthesise reports, advice and briefings on complex and sensitive matters to support informed decision-making and strategic planning
- Coordinate meetings and events, Board meetings, VIP functions and stakeholder engagements, including meeting and greeting guests, video conferencing set up, taking and drafting minutes, developing agendas, presentations, managing guest lists and protocol requirements; o Coordinate charity requests, VIP gifts and merchandise for the Director & CEO's Office, run errands for the Director & CEO as required
- Systems & Process Improvement
- Monitor, implement, evaluate and enhance administrative practices, systems and procedures within the Office of the CEO, completing routine financial transactions and purchasing services, leading improvements by identifying inefficiencies, implementing solutions and coordinating special projects as directed by the Director & CEO and the Manager Director & CEO Office
- Stakeholder Engagement
- Build and maintain effective relationships with senior executives, Board members, government officials, sponsors, partners and other key stakeholders, representing the Director & CEO's office professionally and providing guidance to other administrative staff across the organisation

## Key challenges

- Managing multiple competing priorities across highly complex, sensitive and confidential matters with minimal direction, requiring independent judgement and political acumen when dealing with senior stakeholders, government officials, and Board members
- Anticipating the Director & CEO's needs and making independent judgement about priorities, scheduling, and resource allocation while managing complex stakeholder relationships and expectations across diverse groups with competing interests
- Leading process improvements while managing day-to-day operations without interruption to service delivery, ensuring the Director & CEO is comprehensively briefed for all engagements in a dynamic, high-pressure environment where priorities can change rapidly

## Key relationships

### Internal

Who	Why
Director and CEO	<ul style="list-style-type: none"> <li>• Escalate issues and provide regular updates. Receive overall direction, instruction and guidance from, as well as providing updates on key projects, issues and priorities; keep informed.</li> </ul>
Manager Director & CEO Office	<ul style="list-style-type: none"> <li>• Escalate issues and provide regular updates. Receive overall direction, instruction and guidance from, as well as providing updates on key projects, issues and priorities; keep informed.</li> </ul>

Who	Why
Division	<ul style="list-style-type: none"> <li>Escalate issues and provide regular updates. Receive overall direction, instruction and guidance from, as well as providing updates on key projects, issues and priorities; keep informed.</li> </ul>
Australian Museum Staff	<ul style="list-style-type: none"> <li>Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues</li> </ul>
Divisional Coordinators and the Senior Executive Leadership Team	<ul style="list-style-type: none"> <li>Liaising, providing support and showing updates, and attending regular cross-Divisional meetings</li> </ul>

#### External

Who	Why
Australian Museum Trustees, Government representatives, Sponsors, Partners and Donors	<ul style="list-style-type: none"> <li>Provide and share information in relation to events, schedules and upcoming deadlines</li> <li>Respond to enquiries</li> <li>Coordinate meetings and activities</li> </ul>

## 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 the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

### Reporting line

Reports to Manager Director & CEO Office

### Direct reports

Nil

### Budget/Expenditure

Nil

## Key knowledge and experience

- Extensive demonstrated experience providing high-level and hands-on executive support to senior executives, preferably at CEO/Director level, with proven ability to exercise sound judgement, discretion and political acumen when dealing with highly confidential and sensitive issues
- Demonstrated experience in managing complex stakeholder relationships at senior levels, including Board members, government officials, and external partners, with experience coordinating high-profile events, Board meetings, and VIP functions
- Advanced written and verbal communication skills, including the ability to draft high-quality correspondence, briefings and submissions on complex matters
- Proven ability to independently prioritise and manage multiple complex tasks in a high-pressure environment with competing deadlines, with demonstrated ability to identify process improvements and implement enhanced administrative systems
- Advanced proficiency in Microsoft Office suite and experience with multiple corporate systems (financial, CRM, records management), with experience in Customer Relationship Management systems (e.g., Tessitura) highly

desirable, and demonstrated qualities of exceptional judgement, reliability, attention to detail, confidentiality, and personal and professional integrity

## 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
 <b>Personal Attributes</b>	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>Be flexible and adaptable and respond quickly when situations change</li> <li>Offer your opinion and raise challenging issues</li> <li>Acknowledge when someone challenges your ideas and respond respectfully</li> <li>Work through challenges</li> <li>Remain calm and focused in challenging situations</li> </ul>	Intermediate
 <b>Personal Attributes</b>	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>Represent your organisation in an honest, ethical and professional way and encourage others to do so</li> <li>Act professionally and support a culture of integrity</li> <li>Identify and explain ethical issues and set an example for others to follow</li> <li>Promote a workplace culture that values high ethical standards and behaviour</li> <li>Act to prevent and report misconduct and inappropriate behaviour</li> <li>Put strategies in place to manage and monitor conflicts of interest</li> <li>Ensure that others are aware of and understand the legislation and policy framework within which they operate'</li> </ul>	Adept
 <b>Relationships</b>	<b>Communicate Effectively</b> Communicate clearly, pay attention to others and respond with understanding and respect	<ul style="list-style-type: none"> <li>Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation</li> <li>Clearly explain complex ideas and arguments to individuals and groups</li> </ul>	Adept




Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>• Create opportunities for others to contribute</li> <li>• Share information with other teams and business units to enable informed decision-making</li> <li>• Write clearly and concisely in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> <li>• Pay attention and encourage others to express their views</li> </ul>	
 <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>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements</li> <li>• Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience</li> <li>• Use customer data, feedback and insights to improve service delivery</li> <li>• Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in your area of expertise</li> <li>• Connect and collaborate with relevant customers from the community</li> </ul>	Adept
 <p>Results</p>	<p><b>Deliver Results</b></p> <p>Achieve results by using resources efficiently and committing to quality outcomes</p>	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when needed</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver your own work and that of the team or business unit</li> <li>• Contribute to assigning responsibilities and resources to ensure the team or business 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>Results</p>	<p><b>Plan and Prioritise</b></p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> <li>• Consider the future aims and goals of the team, business unit and your organisation when prioritising work</li> <li>• Set, prioritise, consult on and develop team and business unit goals, strategies and plans</li> <li>• Anticipate, assess and respond appropriately to the impact of changes, including changes to</li> </ul>	Adept







Capability group/sets	Capability name	Behavioural indicators	Level
		<p>government policy and economic conditions, on team or business unit goals</p> <ul style="list-style-type: none"> <li>• Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>• Evaluate outcomes and adjust plans accordingly</li> </ul>	
 <p><b>Business Enablers</b></p>	<p><b>Technology</b></p> <p>Understand and use available technology to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Use records, information and knowledge management systems effectively</li> <li>• Support system improvement initiatives and new technology when it is deployed</li> <li>• Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate</li> </ul>	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><b>Personal Attributes</b></p>	<b>Manage Self</b>	Be persistent, self-reflect and commit to learning	Adept
 <p><b>Personal Attributes</b></p>	<b>Value Diversity and Inclusion</b>	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
	<b>Work Collaboratively</b>	Collaborate with others and value their contribution	Intermediate

Capability group/sets	Capability name	Description	Level
Relationships			
	<b>Influence and Negotiate</b>	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Relationships			
	<b>Think and Solve Problems</b>	Think, analyse and consider the broader context to develop practical solutions	Intermediate
Results			
	<b>Demonstrate Accountability</b>	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
Results			
	<b>Finance</b>	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers			
	<b>Procurement and Contract Management</b>	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
Business Enablers			
	<b>Project Management</b>	Understand and use effective ways to plan, coordinate and control projects	Intermediate
Business Enablers			