

Role Description

AI Project Officer



Department/Agency	Department of Creative Industries, Tourism, Hospitality and Sport/Museums of History NSW
Division/Branch/Unit	Directorate/New Museums Parramatta Team
Role number	TBD
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
OSCA Code	531111
PCAT Code	1119191
Date of Approval	April 2023
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW brings together a portfolio of iconic museums, rich collections and heritage sites, the nation's oldest archive collection, vital recordkeeping services and expert staff.

We bring history to life by sharing the stories of our places and collections. Through the State Archives Collection, we manage NSW's official documentary heritage, supporting government transparency and the public's right to access information.

These two roles do not just sit side by side – they inform and enrich each other. By preserving and making accessible our places, collections and archives, we create opportunities for people to explore the past and better understand their own place in the world. By supporting lifelong learning and inviting people to come together, we promote civic literacy, empathy, wellbeing and belonging.

We believe that history belongs to everyone. This is the promise and the purpose of MHNSW.

Museums of History NSW is a state cultural institution, established under the Museums of History NSW Act 2022. It is an agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport (DCITHS).

Primary purpose of the role

Support the delivery of AI and digital innovation initiatives across Museums of History NSW by researching, developing and implementing practical AI-enabled tools, workflows and digital solutions that improve access to collections and archives, streamline operational processes and support organisational capability.

Working closely with the Head of Digital & Design and stakeholders across the organisation, the role contributes to AI implementation projects, workflow improvement, digital product development and organisational adoption of emerging technologies.

Key accountabilities

- Support the development, implementation and continuous improvement of AI-enabled digital products, workflows and tools that improve access to Museums of History NSW collections, archives and digital services.



- Research, develop and test AI technologies, automation solutions and digital innovations that improve operational efficiency, visitor experience and business processes.
- Document existing business and digital production workflows, identify opportunities for process improvement and automation, and contribute to the development of practical AI-assisted solutions.
- Develop prototypes, configure digital tools, undertake user testing and contribute to the delivery of production-ready solutions that meet organisational requirements.
- Prepare project documentation, technical specifications, reports, user guides and recommendations to support project delivery, decision making and knowledge sharing.
- Build effective working relationships with stakeholders across collections, archives, museums, exhibitions, digital and ICT teams to understand business needs and support successful project implementation.
- Maintain accurate project records, monitor progress against agreed milestones, evaluate outcomes and contribute to continuous improvement of AI-enabled services and workflows.
- Ensure AI and digital innovation activities are delivered in accordance with organisational policies, information management, privacy, copyright, accessibility, cybersecurity and AI governance requirements.

Key challenges

- Balancing multiple concurrent AI and digital innovation projects while responding to the rapidly evolving AI landscape and supporting the confident adoption of new technologies across the organisation.
- Implementing emerging AI technologies in a practical, responsible and sustainable manner while ensuring compliance with governance, information security and data management requirements.
- Working collaboratively across diverse business areas to understand operational needs and translate them into practical, user-focused digital solutions.

Key relationships

Internal

Who	Why
Head of Digital & Design	• Receive direction and guidance. • Report on project progress, issues and priorities. • Contribute to AI implementation planning.
Digital & Design Team	• Collaborate on development and implementation of digital products. • Share technical knowledge and support project delivery.
Collections, Archives, Museums and Programs staff	• Identify business needs. • Undertake user testing. • Develop AI-enabled workflow improvements.
ICT	• Collaborate on systems integration, security and implementation requirements.

External

Who	Why
Technology vendors, software providers, consultants, universities and partner organisations.	• Assist with implementation activities. • Participate in testing and knowledge sharing. • Liaise regarding technical solutions where required.

Role dimensions

Decision making

This role:

- Works with increasing autonomy within agreed project priorities.
- Exercises judgement when researching, testing and implementing AI solutions.
- Prioritises assigned work and manages multiple projects.
- Identifies issues and proposes practical solutions.
- Refers matters involving organisational policy, governance, procurement or strategic direction to senior staff.
- Contributes technical advice while operating within approved frameworks.

Reporting line

This role reports to the Head of Digital and Design.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Demonstrated practical experience using Claude Code, Codex or equivalent AI coding agents to develop production-quality software, automation or digital solutions.
- Demonstrated experience supporting the delivery of digital, technology or innovation projects, including the use or implementation of digital tools and systems.
- Demonstrated analytical, research and problem-solving skills, with the ability to investigate emerging technologies and translate business needs into practical solutions.
- Demonstrated ability to build collaborative working relationships and communicate effectively with technical and non-technical stakeholders.

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	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
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	- Focus on key points and use clear, concise and inclusive language - Clearly explain and present ideas and arguments - Pay attention and ask appropriate and respectful questions to understand others' point of view - Promote the use of inclusive language and help others to adjust their language where necessary - Seek feedback about your communication style and adapt where necessary - Write in a way that is well structured and easy to follow - Clearly communicate routine technical information	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	Demonstrate Accountability Be proactive and responsible for your actions, and follow legislation, policy and guidelines	- Be proactive in taking responsibility and being accountable for your actions - Identify and follow safe work practices - Be aware of risks and act on them or raise them with your supervisor as appropriate - Make sure you and others always follow safe work practices - Use financial and other resources responsibly - Seek feedback from stakeholder groups to enable culturally informed feedback	Intermediate
 Business Enablers	Technology Understand and use available technology to maximise efficiencies and effectiveness	- Identify opportunities to collaborate using a range of technologies - Monitor compliance with policies for cyber security and acceptable technology use - Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		- Monitor compliance with your organisation's records, information and knowledge management requirements - Check that outputs from systems and digital tools support objectives and meet expected standards	
 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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational

Capability group/sets	Capability name	Description	Level
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	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
 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	Adept
 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