Role Description
Access Advisor, First Nations Community Access to Archives

Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Executive Agency	Museums of History New South Wales (MHNSW)
Division/Branch/Unit	Collection Division/First Nations Community Access Team
Location	Sydney
Classification/Grade/Band	Clerk Grade 7/8
Role Number	50074045/50074046
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	27 November 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).

Project overview

MHNSW, in partnership with the Aboriginal Languages Trust (ALT), have developed the Supporting First Nations Community Access to Archives project, to enhance First Nations access to important archival documents that could unlock information about their histories and Languages. Under this initiative MHNSW and the ALT aim to provide a Culturally-safe avenue for Aboriginal peoples to access materials from the State Archives Collection and to engage with Communities about repatriation of their information.

This project involves searching the State Archives Collection for materials relating to First Nations people and their Languages, preserving and providing access to materials, engaging with Aboriginal Communities and

ensuring the long-term sustainability of the materials as well as developing a workforce strategy for professionally trained First Nations archivists in NSW.

The initiative will be led by a First Nations team which will be built over the course of the project, who will be provided with on the job training provided in working with state records and digitisation, and access to various support systems including Cultural mentors.

As this collection is from the early period of colonisation in Australia, materials may contain wording and images that are culturally insensitive and distressing to First Nations people. The collection is likely to contain information about historical events including Frontier Wars, Stolen Generations, land dispossession and laws and policies affecting First Nations Communities.

All role involved with this project will contribute to the reclamation and revitalisation of First Nations Languages in NSW by engaging with First Nations communities to facilitate and support access to materials pertaining to their Languages, Cultures and heritages.

Primary purpose of the role

Support the First Nations Community Access project team to research and surface records in the NSW State Archives Collection relating to First Nations Peoples, their Language and histories and make those records accessible and discoverable via a digitisation project. Coordinate the engagement of multiple stakeholders and supervise Community outreach initiatives to connect First Nations Communities to records and hand back ownership.

Key accountabilities

- Support the delivery of the First Nations Community Access project. This will involve a number of project phases from resurfacing collection materials for review, digitisation and First Nations Community engagement and outreach.
- Support the First Nations Community Access project team; including contributing to guidelines, training plans and frameworks that support First Nations archivist workforce in NSW.
- Support the development and implementation of a plan for Aboriginal Community engagement, taking into account the complexities of working with multiple Communities at varying stages of their Language revitalisation journeys, each with their own experiences with archival institutions and protocols for engagement.
- Support all aspects of the project's implementation, including assisting in preparing business cases and project plans, establishing appropriate governance, identifying, allocating and managing resources, monitoring and evaluation, risk management and meeting reporting requirements, to ensure project outcomes are achieved on time, on budget, to quality standards and in line with the Agency's project management methodology.
- Engage in internal and external government stakeholder relationships through effective communication, negotiation and issues management to ensure stakeholders are engaged throughout the project and project deliverables are managed .
- Support the delivery of First Nations Access Services online and onsite, including research, media engagement, frontline service delivery and other projects as required.

Key challenges

- Supporting complex and sensitive consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.

- Supporting multiple project objectives, given limited resources and tight deadlines, and the need to identify project interdependencies and balance competing demands and priorities.
- Supporting the use of Culturally sensitive historic materials regarding colonisation and how the project team and others interact with them.

Key relationships

Who	Why
Internal	
Senior Advisor, First Nations Community Access	• Receive advice and report on progress towards project objectives and discuss issues and roadblocks that arise • Provide quality advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Manager Supporting First Nations Community Access to Archives	• Receive advice. • Participate as part of a Project team to report on progress towards project objectives, provide quality advice and contribute to decision making. • Participate as part of a Project team to identify emerging issues/risks and their implications and propose solutions
Lead Archivist and Team, First Nations Community Access	• Receive training, advice and discuss project objectives and future directions
First Nations Engagement Team	• Receive advice and collaborate on project objectives and deliverables
Manager, Access Services and Manager, Collection Services	• Seek/provide guidance and advice as required.
Project Team	• Guide and support team members • Contribute to discussions and decisions regarding key projects and deliverables
Stakeholders	• Provide advice on a range of project related issues and strategies • Optimise engagement to achieve defined outcomes • Manage expectations and resolve issues
External	
First Nations Communities and Organisations	• Understand the unique engagement needs and protocols of each group • Consult, in a Culturally appropriate way, to support Communities in the return of collection materials • Manage expectations and resolve issues
Manager, Policy & Research – Aboriginal Languages Trust	• Receive advice and collaborate on project objectives and deliverables, as per MHNSW agreement with the ALT

Role dimensions

Decision making

This role will:

- Refers to the Managers decisions that require significant change to program outcomes or timeframes or are likely to escalate.
- Provide quality advice on good practice when handling First Nations materials.
- Be responsible for supporting the project and providing advice within scope. Exercise critical judgement and initiative.

Reporting line

This role reports directly to the Senior Advisor, First Nations Community Access.

Direct reports

NIL

Budget/Expenditure

NIL

Essential Requirements

- Applicants must be of Aboriginal and/or Torres Strait Islander descent, identify as being an Aboriginal and/or Torres Strait Islander and accepted in the community. MHNSW considers that being Aboriginal and/or Torres Strait Islander is a genuine occupational qualification under s.14 of the Anti-Discrimination Act 1977 (NSW).
- Demonstrated ability to liaise, proactively engage and work collaboratively with Aboriginal Communities and relevant agencies in ensuring Culturally responsive services.
- Experience working with a project team.
- Demonstrated experience in delivering projects.
- Willingness to work across MHNSW sites and ability to travel to multiple locations.

Highly desirable

- Information management, digitisation and/or archival knowledge or experience.
- Demonstrated understanding of the complexity and sensitivities required when working with Aboriginal languages and cultures in a revitalisation context

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.

Focus capabilities

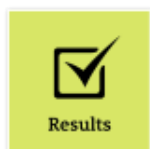| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
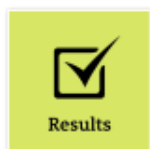
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise 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 stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept
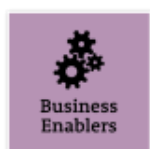
Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying 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	Adept
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to 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 technologies to maximise efficiencies and effectiveness	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate