

Role Description

Archives Administrator



Department/Agency	Department of Creative Industries, Tourism, Hospitality and Sport/Museums of History NSW
Division/Branch/Unit	Records, Archives & Collections Branch/Collection Services Team
Role number	Generic
Classification/Grade/Band	Clerk General Scale
Senior executive work level standards	Not Applicable
OSCA Code	531111
PCAT Code	1119192
Date of Approval	February 2023
Agency Website	http://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

Undertake a range of tasks related to the location, collection, checking, movement, handling, assessment, conservation, and shelving of State Archives. Perform archives retrieval tasks and provide clerical and administrative support for the Collections program.

Key accountabilities

- Transport transfers, retrievals and other Collection items from public offices, distributed management sites and other locations across NSW, for NSW State Archives to take control and custody of the records, provide access and stage exhibitions, ensuring records in transit are safeguarded.
- Assess, check, and shelf (at height and weight see addendum) incoming transfers, including checking consignment lists, so that all records are securely and appropriately housed.
- Perform routine conservation treatments and tasks.

- Perform archives retrieval function. This will require participation in a rostered working arrangement according to the provisions of the Flexible Working Agreement.
- Perform archive copying to the required standards.
- Participate in relocation projects including handling and moving archives and documenting movements of State archives so that all records are securely and appropriately housed and stored.
- Undertake Collection management work, such as stocktakes, records movement and collection surveys, to contribute to the physical, intellectual, and administrative control of the State archives.
- Undertake clerical, administrative and data entry tasks in support of the program. This will include checking of item lists and remediation of data in preparation for upload into the State Archive Management System (SAMS-Axiell), undertaking of general housekeeping tasks to ensure that the archives are stored in optimum condition and the recording and validation of State archive movements within the Western Sydney Records Centre (WSRC) and to external sites.

Key challenges

- Working with records while ensuring their safekeeping and proper preservation, given the confidential and fragile nature of some of the records.
- Delivering services to customers and agency clients according to set timeframes and guidelines.

Key relationships

Internal

Who	Why
Support Officer Collection Services, Support Officer Collection Assessment	• Contacts daily to plan work and receive task direction.
Archivists at all levels	• Provide reporting, updates on progress/issues, administrative services. Receives feedback, task direction and advice.
Officer, Collection Assessment & Valuation	• Receives feedback, task direction and advice.

External

Who	Why
Members of the public	• Provide support and resources in delivery of effective customer service.

Role dimensions

Decision making

This role:

- Is responsible for the quality and integrity of information.
- Refers matters that require a wider range of knowledge of expertise to Support Officer, Collection Services or Support Officer, Collection Assessment
- Exercises good judgement and process knowledge/adherence at all times.

Reporting line

This role will report to and receive daily supervision and task direction from the Support Officer Collection Assessment or the Support Officer Collection Services.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Pass a pre-employment health assessment measuring fitness to walk up to 10 kms per day, ability to work at heights above 3.8 to 4.1 meters above floor level and move/lift and store boxes of up to 7 kg weight.

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	• Be willing to develop and apply new skills • Commit to completing assigned work activities • Seek opportunities to learn and develop • Reflect on feedback from colleagues and stakeholders	Foundational
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that meet different customer needs • Keep customers informed of progress and seek feedback to ensure their needs are met • Be respectful, courteous, empathetic and fair when interacting with customers • Recognise that customer service involves both external and internal customers	Foundational

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	• Seek clarification when unsure of work tasks • Complete your work tasks under supervision and within set budgets, timeframes and standards • Take the initiative to progress your own work • Identify resources you need to effectively complete assigned work	Foundational
 Business Enablers	Technology Understand and use available technology to maximise efficiencies and effectiveness	• Be familiar with and confident when using technology in your role • Comply with policies for using technology, including records, privacy, communication and document control policies • Comply with policies for acceptable use of technology, including cyber security, automation and artificial intelligence • Ask for help when unsure how to use a system or when something doesn't seem right	Foundational

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	Foundational
 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	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Foundational
 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	Foundational
 Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Foundational
 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

Capability group/sets	Capability name	Description	Level
 Business Enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational