

Role Description

Collection Discovery Officer



Department/Agency	Department of Creative Industries, Tourism, Hospitality and Sport/Museums of History NSW
Division/Branch/Unit	Curatorial & Collections Division / Collections Team
Role number	TBD
Classification/Grade/Band	Assistant Curator Grade 2
Senior executive work level standards	Not Applicable
OSCA Code	224212
PCAT Code	1119192
Date of Approval	TBD
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 specialist information services to MHNSW staff and a broad spectrum of library patrons through the Caroline Simpson Library & Research Collection [CSL&RC] including through the creation of electronic and digital catalogue records, related online content, programs and displays enabling MHNSW to increase public access to and engagement with the library and its collections.

Key accountabilities

- Contribute to the delivery of specialist information services related to the CSL&RC collection including providing well researched responses to collection-related reference and research inquiries.
- Create electronic and digital catalogue records related to the CSL&RC collection and support the acquisition of material for the CSL&RC to ensure the growth and integrity of the collection.

- Undertake research and develop collection-related content for online and on-site interpretation by participating in public programs, talks, media interviews, displays and online initiatives to increase accessibility and discoverability of the collection.
- Respond to public requests for information about the CSL&RC collection and contribute to the development of the public profile of the CSL&RC and MHNSW.
- Contribute to the general operations of the CSL&RC by assisting with collection movement and collections care and providing support to staff on the reference desks when required.
- Pro-actively recommend conservation, storage and collections care priorities and for items in the CSL&RC to maintain the quality and ensure the preservation of the collection.

Key challenges

- Balancing the needs of library users with MHNSW organisational needs and financial constraints while contributing directly to the understanding, interpretation and public accessibility of the CSL&RC collection.
- Identifying opportunities for translating collection-related research into web content to reach wider audiences and make the collection more accessible.
- Identifying and articulating opportunities for developing collection displays and other forms of public presentations related to collections.

Key relationships

Internal

Who	Why
Library Manager	• Receive guidance from in relation to priorities and standards for collection-related projects and tasks. • Collaborate with to conceive, plan and develop CSL&RC opportunities and outcomes. • Collaborate with to achieve CSL&RC collection-related performance objectives.
Caroline Simpson Library team	• Collaborate with to support the operations of the CSL&RC • Actively participate in group meetings and development activities.
Staff across the agency	• Liaise closely with other teams to support project outcomes and actively contribute to a positive and productive team environment. • Work with and support to recognise and overcome the communications, resourcing and practical challenges that arise from an organisation with limited resources dispersed over a number of sites. • Develop effective working relationships with.

External

Who	Why
Visitors, patrons and external stakeholders	• Respond to public enquiries about the collection. • Connect with and assist with identifying and providing the specialist information that they seek, or directing them to that information, by the most efficient means.

Role dimensions

Decision making

This role:

- Takes active ownership of own work.
- Prioritises own workload within established work schedules.
- Works both as part of a team and autonomously with changing priorities and pressured deadlines whilst maintaining a flexible and professional approach.
- Seeks advice and clarification from their supervisor regarding matters that fall outside standard guidelines and practices.
- Develops and fosters efficient lines of communication.

Reporting line

This role reports to the Library Manager.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualification/degree in a relevant field.
- Knowledge of domestic design history and/or Australian social and cultural history.
- Knowledge of current philosophies and practices in object conservation and collection management is also essential.
- Research skills and demonstrated ability to set a research agenda and the capacity to pursue a research project in a self-directed fashion.
- Skills and experience in creating collection catalogue records, collection interpretation and documentation procedures.
- Willingness to work across and ability to travel to multiple work locations.

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	- 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
 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	- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks - Use available technology to improve individual performance and effectiveness - Use records, information and knowledge management systems effectively - Support system improvement initiatives and new technology when it is deployed - Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	Intermediate

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

Capability group/sets	Capability name	Description	Level
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 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