

Role Description

Manager First Nations Employment and Engagement



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Museums of History New South Wales (MHNSW)
Division/Branch/Unit	Corporate Services People & Culture Team
Location	Sydney
Role number	51011589
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	272611
PCAT Code	1119192
Date of Approval	August 2024
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

Working across MHNSW to drive and action initiatives and communication to support MHNSW becoming an employer of choice. Enable external and internal working relationships and initiatives that foster cultural capability, understanding and knowledge. Support MHNSW's First Nations Forward approach and engage with First Nations staff to support a culturally safe environment with established communication and positioning within MHNSW.

Key accountabilities

- Review, develop and deliver the First Nations Employment Strategy and associated Action Plan with a focus on attraction, development and retention of First Nations staff.
- Develop and implement cultural engagement and development strategies, policies, plans and activities to ensure that engagement and development activities are aligned to organisational strategies and priorities.
- Collaborate, negotiate and develop relationships with key stakeholders including MHNSW leaders, subject matter experts, and staff to understand people impacts, provide strategic advice and recommendations, and implement targeted projects and activities to deliver on business outcomes.
- Work in collaboration with key stakeholders to support and assist with culturally safe and inclusive recruitment for First Nations staff for identified and non-identified roles, utilising knowledge of the GSE Act 2013 and relevant employment legislation.
- Represent First Nations issues and initiatives within the Diversity and Inclusion Network, the Leadership team and Advisory Committee, and coordinate and lead the First Nations Network and First Nations Working Group, and brief the Executive and manage feedback to enable planning and continuing development of staff engagement.
- Actively contribute to and support First Nations perspectives in WHS, Wellbeing and Engagement, Recruitment, and Learning and Development functions to enhance and implement initiatives that support organisational development.
- Develop briefing notes, reports and other documentation relating to First Nations employment and engagement across MHNSW.

Key challenges

- Keeping abreast of NSW Government First Nations initiatives and networks, First Nations cultural organisations and individuals to help MHNSW build cultural capability and become an Employer of Choice.
- Addressing complex and sensitive issues, providing considered strategic and operational advice and solutions to enable the successful delivery of First Nations projects and programs.
- Maintaining effective communication and strong relationships across MHNSW Leadership and staff to provide guidance and support with First Nations protocols and best practices.

Key relationships

Internal

Who	Why
Head of People and Culture	<ul style="list-style-type: none">• Receive guidance from and provide regular updates on projects, issues and priorities.• Provide ongoing support as requested.• Act as a principal source of advice in regard to First Nations employment initiatives and strategies.
People and Culture team	<ul style="list-style-type: none">• Collaborate with to develop and implement initiatives in regard to First Nations employment, Learning and Development, WH&S and Wellbeing.• Provide advice as relevant.

MHNSW Staff	<ul style="list-style-type: none"> Communicate with to gain support for First Nations initiatives across the agency. Collaborate in the development of initiatives that build cultural capability and knowledge. Develop and maintain strong connections and communication with First Nations staff at all MHNSW sites.
Executive and Team Leaders	<ul style="list-style-type: none"> Work collaboratively with to achieve organisational objectives, identify and assess cross divisional impacts and share knowledge. Communicate MHNSW's First Nations strategies, directions and projects.

External

Who	Why
Public Sector Agencies	<ul style="list-style-type: none"> Maintain effective communication with central agencies to ensure the agency is fully informed and promptly responds to relevant and current issues. Involve and utilise external stakeholders, including OPSC, Department of the Premier and Cabinet, Aboriginal Affairs and Aboriginal Languages Trust to develop initiatives, collaborate, share and receive information. Develop and maintain functional working relationships to liaise, consult, engage and collaborate with. Represent and promote the interests of MHNSW in a range of forums. Communicate MHNSW's First Nations employment strategies, directions and projects.
Industry peers	<ul style="list-style-type: none"> Establish effective networks with other public sector and broader industry peers with similar roles across other jurisdictions, to enable performance benchmarking, monitoring of industry trends, maintaining currency, and collaborating on common responses to emerging and future issues. Communicate MHNSW's First Nations strategies, directions and projects.

Role dimensions

Decision making

This role:

- Takes active ownership of own work and has autonomy and is fully accountable for the delivery of work assignments and projects on time and to expectation in terms of quality, deliverables and outcomes.
- Creates and maintains strong supporting lines for all First Nations staff to assist with their professional and personal development.
- Develops and fosters key relationships with First Nations individuals, Networks and stakeholders across the NSW Public Sector.
- Develops and maintains efficient lines of communication with key stakeholders internally and externally.
- Works collaboratively with consultants and specialist advisors to achieve project outcomes.

- Ensures the accountabilities of the role are achieved on time, within budget and to highest standards of quality.
- Seeks advice and clarification from supervisor when required and escalates decisions that require significant change to project outcomes or timeframes.

Reporting line

This role reports to the Head of People and Culture.

Direct reports

Nil

Budget/Expenditure

TBC

Key knowledge and experience

- Experience negotiating, communicating and problem solving with a diverse range of people.
- Exceptional communication skills including written, oral and presentation.
- Excellent collaboration and prioritisation skills.
- Resilient, self-motivated, flexible and effective influencer.

Essential requirements

- Applicants must be of Aboriginal and/or Torres Strait Islander descent, identify as being an Australian Aboriginal and/or Torres Strait Islander and accepted in the community. Museums of History NSW considers that being Aboriginal and/or Torres Strait Islander is a genuine occupational qualification under s.14 of the Anti-Discrimination Act 1977 (NSW).
- Ability to engage sensitively, diplomatically and effectively with a range of staff in a complex environment.

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

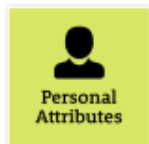
Focus capabilities

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
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Display Resilience and Courage

Be open and honest, prepared to express your views, and willing to accept and commit to change

Remain composed and calm and act constructively in highly pressured and unpredictable environments

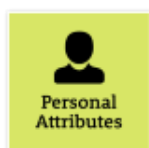
Give frank, honest advice in response to strong contrary views

Accept criticism of own ideas and respond in a thoughtful and considered way

Welcome new challenges and persist in raising and working through novel and difficult issues

Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues

Advanced



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

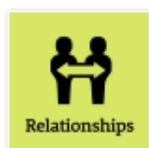
Show commitment to achieving challenging goals

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



Work Collaboratively

Collaborate with others and value their contribution

Recognise outcomes achieved through effective collaboration between teams

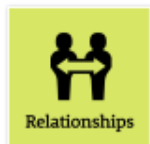
Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government

Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions

Network extensively across government and organisations to increase collaboration

Encourage others to use appropriate collaboration approaches and tools, including digital technologies

Advanced



Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

Negotiate from an informed and credible position **Adept**

Lead and facilitate productive discussions with staff and stakeholders

Encourage others to talk, share and debate ideas to achieve a consensus

Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes

Influence others with a fair and considered approach and sound arguments

Show sensitivity and understanding in resolving conflicts and differences

Manage challenging relationships with internal and external stakeholders

Anticipate and minimise conflict



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 **Intermediate**

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



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 **Adept**

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

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	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	Adept
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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