

Role Description

Operations Coordinator



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Museums of History NSW
Division/Branch/Unit	Museum Operations & Visitor Services / City Museums Portfolio
Role number	50073733, 50073910
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	149212
PCAT Code	1119192
Date of Approval	28 July 2017
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 visitor focused and museum operations of the City Museums Portfolio through fulfilling a range of administrative and operational duties.

Key accountabilities

- Contribute to the delivery of the Portfolio's responsibilities, assisting in the support of day-to-day museum operations, functions and the delivery of events, responding to issues across the Portfolio to ensure high standards of customer service are achieved.
- Lead and manage operational support for the Portfolio, providing analysis and reporting on financial, customer, staffing and project related activities to demonstrate key performance indicators and outcomes are being met.
- Coordinate the development, review, implementation and communication of projects as directed, that support the Head of Portfolio and wider Portfolio team
- Provide administrative and Front of House support to ensure relevant matters are dealt with promptly, politely and effectively, directing requests for information to the right people and ensuring actions are followed up to maintain the highest standard of customer service.

- Complete and oversee routine financial transactions, banking, reconciliation and purchasing services in MHNSW's financial and asset management systems to ensure compliance with agency standards and procedures.
- Liaise with appropriate staff within the Portfolio and across the agency to ensure that all museum operations, equipment and resources are clean, well-stocked and maintained in working order.
- Produce and process a range of documents through MHNSW software systems to ensure correct record keeping, detailed financial analysis of Portfolio expenditure, budgets, end of month statements and audits.
- Assess the efficiency and effectiveness of processes, policies and procedures with the equivalent City/House Museums role to enable an environment of continuous review and improvement across the MOVS division.
- Collaborate with the Visitor Services Coordinator in developing, implementing and maintaining the visitor services standards for the Portfolio to improve established procedures and policies for the mutual benefit of the Portfolio and visitor experience.

Key challenges

- Delivering multiple administrative support activities and services in line with agreed standards, timeframes, and milestones, given tight timeframes and the need to maintain accuracy and attention to detail whilst delivering exceptional customer service.
- Develop a knowledge of the House Museums Portfolio and agency procedures and guidelines for different activities and the various internal and external stakeholders to support Portfolio activities and relationships.
- Addressing and responding to changing priorities and issues in a flexible and timely manner.

Key relationships

Internal

Who	Why
Head of City/House Museums Portfolio	<ul style="list-style-type: none"> • Receive guidance and regular updates on projects, issues and priorities. • Provide analysis and reporting on financial, customer, staffing and project related activities • Provide administrative and financial services support • Provide updates on projects, issues and priorities. • Collaborate with in the maintenance and communication of budgetary revenue and expenditure within the Portfolio.
Visitor Services Coordinators	<ul style="list-style-type: none"> • Liaise with regarding regular updates on staffing, projects, issues and priorities. • Provide analysis and reporting on financial, customer, staffing and project related activities • Provide updates on projects, issues and priorities. • Collaborate in the communication of customer services within the Portfolio.
Operations Officer (City Museums Portfolio only)	<ul style="list-style-type: none"> • Lead and develop the Operations team to deliver services to agreed standards • Communicate with/keep updated on customer services projects, and availability of resources within the Portfolio. • Participate in meetings, share information and provide input on issues. • Participating in a multidisciplinary team together with a range of stakeholders to achieve desired outcomes and service delivery standards.
Operations Coordinator, City/House Museums Portfolio	<ul style="list-style-type: none"> • Collaborate regularly with Operations Coordinator counterpart to achieve consistency across both portfolios in all areas including, but not limited to, financial, customer, staffing, service delivery and project related.

Merchandise Coordinator	<ul style="list-style-type: none"> Collaborate with to ensure Operations team provide support to achieve sales targets of retail merchandise and other retail activities as required.
City/House Museums Portfolio Staff	<ul style="list-style-type: none"> Promote collaboration and quality service to create and maintain a safe and supportive work environment across the Portfolio. Communicate with/keep updated on customer services projects, and availability of resources within the Portfolio. Participate in meetings, share information and provide input on issues. Participating in a multidisciplinary team together with a range of stakeholders to achieve desired outcomes and service delivery standards.
Staff across the agency	<ul style="list-style-type: none"> Develop and maintain range of collaborative working relationships across the agency. Communicate with and share information.

External

Who	Why
Community, Educational, Tourism Groups	<ul style="list-style-type: none"> Provide information about and promote the City/House Museums Portfolios and the agency and answer general enquiries. Build engagement and to promote the programs and exhibitions of the Portfolio sites.
General Public	<ul style="list-style-type: none"> Provide information about and promote the City/House Museums Portfolios and the agency and answer general enquiries. Forward enquiries and requests onto appropriate staff. Follow up on any complaints or customer concerns. Build engagement and to promote the programs and exhibitions of the Portfolio sites.
External Service Providers	<ul style="list-style-type: none"> Communicate with regarding payment for services. Develop and maintain effective working relationships.

Role dimensions

Decision making

This role:

- Makes day to day decisions relating to work priorities and workload management.
- Consults with supervisor on issues with the potential to escalate or create precedent.
- Refers to supervisor for decisions that require change or fall outside standard guidelines and practices.
- Maintains efficient lines of communication with stakeholders at all levels.
- Exercises discretion and judgement in referral of enquiries/requests and/or complaints and correspondence.
- Prioritises own workload within established priorities.
- Delivers customer services at expected high standards.

Reporting line

This role reports to the Head of City/House Museums Portfolio.

Direct reports

The following roles report to this role:

- 1x Operations Officer (City Museums Portfolio only)

Budget/Expenditure

Nil

Essential requirements

- Current NSW driver's licence.
- Current NSW Working with Children Check.
- 2 to 3 years' experience processing daily financial functions and reconciliations using a range of different software systems.
- 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.

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	<ul style="list-style-type: none">• Adapt existing skills to new situations• Show commitment to achieving work goals• Show awareness of own strengths and areas for growth, and develop and apply new skills• Seek feedback from colleagues and stakeholders• Stay motivated when tasks become difficult	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Focus on key points and speak in plain English• Clearly explain and present ideas and arguments• Listen to others to gain an understanding and ask appropriate, respectful questions• Promote the use of inclusive language and assist others to adjust where necessary• Monitor own and others' non-verbal cues and adapt where necessary• Write and prepare material that is well structured and easy to follow• Communicate routine technical information clearly	Intermediate

 Relationships	Commit to Customer Service	<p>Provide customer-focused services in line with public sector and organisational objectives</p> <ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers 	Intermediate
 Results	Deliver Results	<p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p> <ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
 Business Enablers	Technology	<p>Understand and use available technologies to maximise efficiencies and effectiveness</p> <ul style="list-style-type: none"> 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 Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate
 People Management	Inspire Direction and Purpose	<p>Communicate goals, priorities and vision, and recognise achievements</p> <ul style="list-style-type: none"> Assist team members to understand organisational directions Ensure team members understand the organisation's policies and services Ensure team members understand how their activities align with business objectives and the organisation's performance Recognise and acknowledge team members' high-quality work and effort 	Intermediate

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	Intermediate
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
 Personal Attributes	Value Diversity	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	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	Intermediate
 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 own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and	Foundational
 Business Enablers	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational

