

Role Description

Regional Officer



Department/Agency	Department of Creative Industries, Tourism, Hospitality and Sport/Museums of History NSW
Division/Branch/Unit	Curatorial & Collections Division / Regional Team
Role number	TBC
Classification/Grade/Band	Clerk Grade 3/4
Senior executive work level standards	Not Applicable
OSCA Code	511112
PCAT Code	3321191
Date of Approval	TBC
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 MHNSW's regional outreach activity across NSW, assisting to deliver high-quality outcomes that support regional NSW, our stakeholders and align with MHNSW strategic objectives.

Key accountabilities

- Support the planning, delivery and promotion of MHNSW's regional program.
- Support a high performing multidisciplinary regional program, delivering functions and services across Divisions to support regional audience engagement.
- Contribute to the planning, development and delivery of regional outreach outcomes including talks, MHNSW Collections on Tour programs, workshops and other regional initiatives.

- Provide administrative support including project documentation for MHNSW's regional outreach program.
- Liaise with regional stakeholders and provide advice to internal stakeholders concerning the needs of the regional museums, archives and the history sector, including historical societies.
- Support and assist in fostering partnerships that leverage MHNSW collections and expertise and enhance MHNSW's strategic commitment to regional NSW.

Key challenges

- Working across divisions to ensure a focus on regional content and delivery.
- Reporting and communicating the ways in which a regional focus is being delivered.
- Developing and nurturing stakeholder relationships in regional communities and institutions.

Key relationships

Internal

Who	Why
Regional Coordinator	• Receive guidance from in relation to individual work plans, priorities and deliverables. • Provide timely, relevant and helpful advice on all aspects as defined in the primary purpose. • Collaborate with to achieve divisional performance objectives.
Curatorial & Collections Division teams	• Collaborate with to plan, develop and deliver strategic priorities, key projects and operational programs. • Build and maintain effective working relationships.
Staff across the agency	• Collaborate with to plan, develop and deliver strategic priorities, key projects and operational programs. • Contribute directly to agency-wide issues and share specialised knowledge and insights. • Develop effective and collaborative working relationships.

External

Who	Why
Government agencies, cultural organisations, local government, community groups, heritage and history sectors.	• Liaise with to promote MHNSW's regional outreach program • Develop and maintain effective working relationships

Role dimensions

Decision making

This role:

- Has autonomy and makes decisions under their direct control and refers to the line manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management.
- Is accountable for allocating work to deliver on expectations.

Reporting line

This role reports to the Regional Coordinator.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Experience working in a multi-disciplinary cultural, museum or heritage environment.
- Experience supporting project planning and delivery in museums, libraries, galleries, archives and/or the heritage sector.
- Experience working with or familiarity with the cultural or heritage sectors in regional NSW.
- Willingness to work across MHNSW sites and ability to travel to multiple locations and to regional NSW.

Highly desirable

- This role is targeted to people of Aboriginal and/or Torres Strait Islander descent, who identify as being an Aboriginal and/or Torres Strait Islander and accepted in Community.

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

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers	Intermediate
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and business unit's goals and set work tasks that contribute to meeting them • Set and develop team goals and plans, and use feedback to inform planning • Respond proactively to changing circumstances and adjust your plans when necessary • Consider how immediate and longer-term organisational issues might affect the achievement of your team and business unit goals • Adapt and respond proactively when priorities and work environments change	Intermediate
 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	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

Capability group/sets	Capability name	Description	Level
 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	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Foundational
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational