

## Position application pack

### Position title: Multimedia Assistant

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If you are deaf, hearing or speech impaired,  
you can contact us through the National Relay Service,  
TTY call 133 677, Speak and Listen 1300 555 727.



## Position description: Multimedia Assistant

### Who we are

The National Museum of Australia is recognised at home and around the world as the place where the story of Australia comes alive. The Museum is the only institution equipped to tell the complex and comprehensive story of Australia from 65,000 years ago to the present day. The story of Australia is a remarkable one, from the ancient and enduring histories of the world's oldest living cultures to the achievements of modern Australia. It is a story that is ever evolving and growing – and it is a story for a nation and for the world.

### A snapshot of the Museum



**\$70m**  
annual operating  
budget



**275**  
employees



**250k+**  
items in the  
collection



**650k+**  
visitors onsite  
each year



**4m+**  
national and global  
visitors to our touring  
exhibitions to date



**5m+**  
visitors online  
each year



**7m+**  
visitor engagements  
each year

## Our vision and mission

- The Museum inspires, challenges and empowers people to find their voice and place in the world.
- We strive to build a just and equitable society that honours and respects the First Nations peoples of this continent and all who have come after.
- We collect, document, research and make accessible heritage collections that represent the diversity of experience in Australia.
- We engage with audiences physically and digitally to promote learning, dialogue and debate about our past, present and future.
- We promote collaborative work across the breadth of artistic and creative practice to enhance the cultural life of our nation.
- We value and respect the commitment and contribution of all who participate in and contribute to the Museum's community.
- The National Museum of Australia brings to life the rich and diverse stories of Australia through compelling objects, ideas and events.

For more information, visit the [website](#).

## Our employee commitment

We are dedicated to cultivating a workplace environment where every individual feels valued, connected and empowered to contribute to our collective purpose. Our commitment is to foster a workplace culture that embodies diversity, equity and inclusion. This commitment extends to implementing equitable recruitment practices and making reasonable adjustments to accommodate diverse needs. By embracing the unique perspectives and experiences of every individual, we enrich our organisation and better serve our audiences and communities.

The Museum offers employees a rewarding and purpose-driven experience. We provide meaningful work, diverse learning opportunities, an inclusive community, flexible arrangements and competitive conditions to support our employees in thriving personally and professionally while making a positive impact on Australia's future.

<b>Position:</b>	Multimedia Technician Assistant
<b>APS classification:</b>	APS Level 3
<b>Employment type:</b>	Casual
<b>Division:</b>	Growth and Engagement
<b>Business unit:</b>	Digital
<b>Reports to:</b>	Manager, Media Services
<b>Direct reports:</b>	Nil
<b>Location:</b>	Canberra, ACT
<b>Security clearance:</b>	National police check

## Division purpose

The Growth and Engagement Division is pivotal in advancing the Museum's growth and commercial strategies, driving innovation in audience engagement through digital channels, retail, tourism, partnerships, and philanthropy. This division is instrumental in ensuring the Museum's financial sustainability and supporting its future development.

By expanding the Museum's reach both domestically and internationally, the division aligns with the Museum's mission to connect diverse audiences and promote cross-cultural dialogue. Its efforts are central to enhancing the Museum's visibility, fostering meaningful connections, and securing its long-term success.

## Business unit purpose

The Digital business unit is dedicated to driving the Museum's digital transformation initiatives, aiming to enhance audience engagement, expand online reach and strengthen the Museum's position as a leading cultural institution in the digital landscape. By leveraging innovative digital technologies and strategies, the unit fosters deep connections with diverse audiences, amplifies the Museum's impact on a global scale and advances its mission to inspire curiosity and enrich understanding of Australian history and culture. The unit is responsible for transforming and channeling the Museum's digital content to give voice to the stories of First Nations peoples and Australia's diverse communities, bringing to life the Museum's rich collection, enabling commercial opportunities in the digital space and fostering a digital and innovation culture through leadership, technology and capability.

## Role purpose

The Multimedia Technician Assistant is responsible for the day-to-day operational running and support of the Museum's multimedia and audio-visual exhibits and applications. This involves both hands-on support and operations, and liaison where required.

This position operates within the context of a dynamic and changing environment, which seeks to make innovative use of information and communications technologies, and to deliver high quality and responsive services to its diverse audience base.

## Key accountabilities

- Ensure that you have sufficient supervision, instruction and equipment to undertake your work safely.
- Provide routine operational support for the Museum's audio-visual, multimedia and production needs.
- Assist the Manager and technical staff, Media Operations in the day-to-day operations of the events and programs, its associated peripherals and other operational needs as required.
- Assist in regular maintenance of the audio-visual and multimedia by specialist staff and third-party service contractors.

- As part of a small team, provide backup for other areas of the operations team as required.

## Selection criteria

- Demonstrated knowledge with the ability to setup and operate audiovisual equipment.
- Proven ability to work within a customer service environment.
- Demonstrated knowledge and experience in the use of, operations and maintenance of audio-visual equipment.
- Evidence of application of quality principles and safe working practices (in line with Occupational Health and safety legislation) to tasks undertaken.
- Experience and the ability to communicate effectively with a variety of stakeholders including members of the general public.

## Mandatory core capabilities

Positions at the Museum are assessed in accordance with the Australian Public Service Commission Role Evaluation Framework. The occupant of this position is expected to demonstrate the capabilities, skills and knowledge, and adhere to all relevant aspects and standards described by the:

- [Work Level Standards](#)
- [Integrated Leadership System Capabilities](#)
- [APS Values and Code of Conduct](#)
- [APS Legislative Framework](#)

The Museum also expects all employees to display professional capabilities, as relevant to their position and classification, in accordance with our Workplace values:

### **Leadership**

Demonstrate leadership in how programs are delivered, striving to create a new benchmark in excellence.

### **Collaboration and connection**

Work together to create a culture where collaboration across business units is seamless to delivering the shared vision.

### **Courage and innovation**

Be bold and decisive, embrace challenges and opportunities, and actively seek ways to continually improve and streamline our services for the benefit of the whole Museum.

### **Agility and resilience**

Embrace and respond to change as a normal part of our working environment.

### **Respect and integrity**

Display respect and integrity when working together, embracing the APS values of being committed to service, accountable, respectful, ethical and impartial.

## **Eligibility**

To be eligible to apply for this vacancy, applicants must:

- be an Australian citizen
- undergo pre-employment checks, including a police record check
- hold or be eligible to hold a security clearance at the level specified in the position description.

The National Museum of Australia is an equal employment opportunity workplace. Aboriginal and Torres Strait Islander people and those from culturally diverse backgrounds are encouraged to apply for roles at the Museum.

RecruitAbility applies to this vacancy. Under RecruitAbility you will be invited to participate in further assessment activity for the vacancy if you choose to apply under RecruitAbility; declare you have a disability; and meet the minimum requirements for the position.

The Museum is committed to ensuring a child-safe and child-friendly environment. All employees are expected to demonstrate a commitment to, and support for, these principles, in theory and practice.

## **To apply**

**Applicants must include a 1-page pitch addressing their suitability for the role against the selection criteria. Applicants must also provide a resume and contact details for 2 referees.**

Visit <http://www.nma.gov.au/about/employment> and apply online.

Reasonable adjustments are available throughout the recruitment process. If you require, or would like to discuss reasonable adjustments, please contact the Contact Officer for this position.