

POSITION DESCRIPTION

POSITION: Cultural Collections Officer - Digital	
DIRECTORATE: City Planning & Communities	GROUP: Events, Sport and Cultural Services
SECTION: Cultural Services	REPORTS TO: Service Leader Museum and Gallery
GRADE: E	EMPLOYMENT TYPE: Fulltime
HOURS/WEEK: 35	POSITION No.: 215
DATE: September 2026	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The City Planning & Communities Directorate plans for and enables a thriving, connected regional city. We lead the City's land-use, development and regulatory functions; manage cultural, library, sporting and community facilities; and curate events and programs that strengthen community identity, inclusion and economic vitality. We partner with community, industry, Traditional Owners and all levels of government to deliver sustainable growth, great places and outstanding experiences.

THE GROUP

Our Events, Sport & Cultural Services Group ensures the effective delivery of community focused functions, including library, museum, gallery and theatre facilities, as well as pool and lifeguard services, whilst delivering high quality local, state and international events including the management of the City's sporting facilities.

POSITION OBJECTIVES

To provide professional collection management, curatorial and digitisation support for the City's Museum, Gallery and Public Art collections, ensuring collection items and records are appropriately documented, preserved, accessible and managed in accordance with industry standards and City policies and procedures. The position also supports access to and interpretation of the City's cultural collections through curatorial activities, public programs, outreach, digital initiatives and engagement with the community and key stakeholders.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Maintain and administer collection records for the City's Museum, Gallery and Public Art collections in accordance with the City's policies and procedures and industry standards, including the administration of gifts for the collection.
- Ensure collection objects are appropriately catalogued, displayed, handled, stored, secured and conserved.
- Provide professional support in the digitisation of cultural and heritage collection items, and any other Cultural Services digitisation programs and projects.
- Maintain Museum and Gallery collection management systems and databases to manage collection records, ensuring objects are properly described and classified, and that minimum metadata standards are met.
- Support the development of cultural digital collections including born digital items, adhering to the City's policies, plans and budget allocation.
- Provide curatorial assistance in the Museum and Gallery and support the Group's customer services, public programs and outreach activities as required.
- Provide specialist support in the identification of and access to collection objects, and assist customers with complex enquiries.
- Arrange for valuations of Museum and Gallery and Public Art collections in accordance with Council policies and insurance requirements.
- Support initiatives to promote the creation, publishing and sharing of local history and culture, including collaborations and partnerships with community and key user groups.
- Assist in the maintenance and promotion of Cultural Services online cultural collection catalogues and web portals, as well as any related websites or associated digital channels.
- Support the implementation of policies and procedures that promote best collection management practice and efficient and sustainable processes.
- Monitor budget expenditure for related collection funds to maintain budget integrity.
- Train and supervise volunteer support.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

Other Requirements

In this role you will be required at times to work after hours or on weekends. As such, the ability to work flexible hours and in different locations is an inherent requirement of the role.

KEY RELATIONSHIPS

Internal

- Service Leader – Museum and Gallery
- Cultural Collections Officer
- Museum and Gallery Curators
- Museum and Gallery work team
- Other Cultural Services teams
- Other relevant Group and City work teams
- Volunteers

External

- Museum, gallery, history and heritage customers and community groups
- Donors, lenders, artists and cultural practitioners
- Cultural and heritage institutions and professional networks
- Collection management system and digital platform providers
- Valuers, conservators and other specialist service providers

OTHER POSITION REQUIREMENTS

- Based on a 35 hour week, the ordinary hours of work will generally be between 6:00 and 19:00 Monday to Sunday. Actual start and finish times within this span will be arranged with your People Leader in accordance with the facility roster. Shift penalty in accordance with the Award will apply for ordinary hours worked at the following times:
 - Weekdays outside of 5:00 – 21:00 – 20%
 - Saturday – 25%
 - Sunday – 50%
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position engages in child related work and requires a Working with Children Check
- This position is located at Yarrila Place, 27 Gordon Street, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Diploma in History, Museum, Visual Arts or Information Technology studies or equivalent knowledge of museum and/or gallery administration including knowledge of contemporary cultural collection practices experience.
- Demonstrated experience in museum or gallery collection care and registration services including creation and maintenance of digital records.
- Demonstrated experience in providing collection management support for exhibition and program development.
- Current class C Drivers licence
- Current NSW Working with Children Check

Desirable

- Current Responsible Service of Alcohol Certificate

CAPABILITIES

- Demonstrated knowledge of digitisation equipment and technologies, approaches and standards related to cultural collections.
- Demonstrated working knowledge of cataloguing and metadata standards, relating to museum and gallery collections.
- Demonstrated knowledge of digitisation technologies, approaches and standards related to cultural collections.
- Demonstrated interpersonal and communication skills, both oral and written, and in using the online environment as a communication medium.
- Demonstrated high-level customer service skills.
- Demonstrated high level of computer literacy including Microsoft Office programs, Outlook, Teams and internet search skills.
- Demonstrated ability to deliver in house training and outreach programs.
- Demonstrated knowledge of and experience in budget monitoring and control

Position Demands Analysis
Cultural Collections Officer - Digital

EXPOSURE RATING TABLE

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No exposure	Low Exposure		Medium Exposure		High Exposure
0 hrs daily	0-2 hrs daily		2-4 hrs daily		4-8 hrs daily
0	1		2		3
PHYSICAL REQUIREMENTS					
All lifting to be undertaken using effective risk based manual handling techniques					
Sedentary work Lifting 0 - 4.5kg	3	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work Lifting 4.5 - 9.1kg	2	Extend arms for reaching	1	Kneeling for extended periods	1
Medium work Lifting 9.1 - 22.7kg	1	Sitting for extended periods	1	Crawling	0
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	1	Balancing	0
Repetitive Lifting	0	Walking for extended periods	0	Hearing above background noise	0
Pulling Loads > 5kg	1	Walking on uneven ground	0	Depth perception	0
Pushing loads > 5kg	1	Frequent bending / stooping	1	Colour vision	0
Lifting with trunk twisting	1	Shovelling / digging	0	Fine manipulation	1
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	1	Reflective vest	0
Hard hat	0	Protective eyewear	1	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	1		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	1			Odours / Mists / Fumes	1
Liquids	0	M/V Oils / Fuel		Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0	Exhaust fumes		Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
	0			Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	1	Working near machinery	1	Slippery surfaces	0
Outside work	0	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	2	Working at heights	0	Use of computer for screen-based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	0
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence/aggression from customers	0
Noisy work areas	0	Fatigue	0	Threat/attack from animals / wildlife	0