
Position Description

Position:	Heritage & Collections Project Officer
Group:	Heritage & Collections
Location:	Thirlmere and Sydney (Chullora), with occasional travel within NSW
Date:	July 2023

Primary Purpose

The Heritage & Collections Project Officer's primary role is to oversee the development, planning and successful delivery of heritage and conservation management projects and activities for the collections in Transport Heritage NSW's (THNSW's) care.

Heritage and collections projects and activities can be wide-ranging and often complex in nature involving intricate details, and will include projects in rolling stock conservation and restoration, collection rehousing, storage and rationalising activities, interpretation and display.

This is a highly collaborative, project based and 'hands-on' role, working closely and predominantly volunteers, and in an environment where the highest safety standards, highest quality standards and excellent customer service are essential.

Key to the success of this role will be the ability to work flexibly, plan projects, achieve tasks and outcomes, strong attention to detail, initiative, demonstrated problem-solving skills, plus the ability to supervise and co-ordinate small volunteer work teams. Team-orientation and strong interpersonal skills are essential, along with a strong 'safety first but can do' attitude.

Organisational Environment

Transport Heritage NSW Ltd (THNSW) is a not-for-profit, registered charity, member and volunteer-based company limited by guarantee, principally funded by the NSW Government.

THNSW is committed to delivering and continuously improving heritage transport experiences, events, attractions and asset management across NSW, proudly fostering our specialty in collecting, preserving and presenting rail transport heritage.

THNSW operates the NSW Rail Museum at Thirlmere and the Valley Heights Locomotive Depot Heritage Museum in the Blue Mountains, as well as offering heritage passenger rail experiences on its Thirlmere Heritage Railway (Loop Line) as part of the NSW Rail Museum, as well as throughout NSW and Australia.

THNSW requires adaptable, resourceful and flexible staff with a desire to be part of this growing, dynamic and customer-focused organisation. THNSW has a core team of paid staff, supplemented with active volunteers, along with its passionate membership bases. Our blended paid and volunteer workforce working collaboratively and focused on delivering THNSW's operations and activities will be key to THNSW's success as we pursue our vision of bringing transport heritage to life!

Key Responsibilities

The Heritage & Collections Project Officer will contribute to THNSW's overall success through its key achievements including:

- **Projects** - end-to-end planning and delivery, from conception and initial scoping, through detailed planning to coordination, undertaking and successful completion.
- **Heritage and conservation** – ensuring all planning, activities, deliverables and outcomes are to acceptable museum and heritage industry standards and practices.
- **Teamwork and collaboration** – coordinating and supervising small teams of volunteers to undertake and deliver projects and activities, collaborating and working with others, both internally and externally to achieve

agreed outcomes.

- **Documentation and record keeping** – maintain accurate project documentation and records, including in accordance with applicable heritage, safety and other legislative, compliance and/or THNSW's own requirements.
- **Collection management** - supporting the review and/or development and implementation of revised or new collection management procedures and supporting processes to improve the care of the collection.

And

- Building and maintaining highly professional and productive working relationships and partnerships across a diverse range of internal and external stakeholders to ensure THNSW's deliverables are met or exceeded.
- Ensuring own understanding of THNSW, its vision, mission and objectives, and how the Fleet Maintenance Worker role and its responsibilities contributes to THNSW's success.
- Complying with THNSW's Safety Management System (SMS), all other THNSW Policies and Procedures, and applicable legislation and regulations to ensure a safe, healthy and supportive work environment.
- Successfully undertaking appropriate training and supervision to be successful in the Heritage & Collections Project Officer role.
- Projects and other reasonable duties as required.

Key Role Dimensions

The Heritage & Collections Team is responsible for all aspects of THNSW's heritage assets including collections and heritage properties in THNSW's care as well as certain NSW Government-owned collection items in the care of other specific heritage transport sector groups within NSW/ACT.

This includes collection management, curation, heritage asset management, property and facilities management, as well as supporting Heritage Transport Sector Groups in NSW through the care of collection assets.

The Heritage & Collections Project Officer will report to the Heritage & Collections Manager.

This role will also need to work closely with other THNSW personnel, including from the following areas:

- Heritage & Collections
- Fleet Maintenance
- Safety, Environment & Quality
- Finance & Corporate Resources
- Rail Operations
- Other THNSW Divisions such as Valley Heights.

The Heritage & Collections Project Officer will work and communicate closely and regularly with both THNSW volunteer and other paid personnel, as well as external parties such as suppliers and other heritage transport organisations from time to time.

The Heritage & Collection Project Officer role is based primarily at the NSW Rail Museum at Thirlmere, and secondarily at Sydney (Chullora). Occasional travel to other THNSW Heritage Sites, other organisations and other locations within NSW will be required from time to time.

This role is based primarily in a railway museum 'back-of-house' environment, including non-standard workplaces such as workshop, storage, live rail track and corridor environments, both indoors and outdoors.

The Heritage & Collection Project Officer role is predominantly a Monday to Friday role, however, will require flexibility and working on weekends, early starts and late finishes from time to time, subject to events and activities.

Key Accountabilities

1. **Safety** – lead, promote and adhere to THNSW's approach to safety and environment and ensure activities comply with the requirements, responsibilities, authorities and accountabilities within the Safety Management System (SMS).
2. **Ethics and Probity** – understand ethical behaviour and business practices, ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with THNSW's core values of

integrity, trust, service and accountability, and the THNSW Code of Conduct.

3. **Teamwork** – work cooperatively and collaboratively with others, respecting diversity and differences, to set goals, resolve problems and build THNSW’s capabilities and effectiveness; be able to work both autonomously or in any team role; model positive leadership and teamwork.
4. **Relationship Building** – establish and maintain strong positive working relationships with others, both internally and externally, to achieve the goals of THNSW. Facilitate the building of strong positive working relationships between others.
5. **Customer Service** – anticipate, understand and respond to the needs of internal and external customers to meet or exceed their expectations within the organisation’s parameters; work closely with other Business Areas to understand support activities required to successfully deliver THNSW’s activities.
6. **Learning & Development** – actively engage in learning and self-development; support the development of skills, capabilities and competencies of other volunteers and staff to assist with THNSW’s operations and build the organisations capabilities.
7. **Creativity, Innovation & Improvement** – actively look for ways to identify and develop new and unique ways to improve THNSW’s processes, systems, operations and customer service delivery practices, and contribute to THNSW’s efficiency and effectiveness as a professional organisation.

Selection Criteria

The following selection criteria are mandatory:

1. Relevant experience in a similar role, plus relevant tertiary qualifications.
2. Demonstrated knowledge and experience in one or more of the following aspects of working with museum collections: collection conservation and restoration; handling, movement and storage; development and implementation of collection procedures and practices for the betterment of the collection and its items.

AND/OR

3. Demonstrated experience maintaining and conserving large heritage engineering assets.
4. Proven planning, multitasking and time management skills; attention to detail; highly organised with demonstrated initiative and proven project management or work planning, coordination and prioritisation skills, with the ability to meet agreed outcomes, deadlines and budgets.
5. Experience leading and coordinating small diverse work teams and/or volunteers to deliver projects, activities or set outcomes.
6. Capacity to research and understand heritage significance considerations and requirements as they may relate to the care, conservation, restoration or reconstruction of unique collection items and heritage or historical assets.
7. Strong interpersonal and communications skills (both oral and written); and the ability to confidently present ideas and concepts to a variety of audiences and the ability to liaise, negotiate, mediate, coach and deal tactfully and effectively across a variety of internal and external stakeholders.
8. Sound computer knowledge across the Microsoft suite, including Word, Excel and Outlook.
9. Must hold and continue to hold a current motor vehicle Driver’s Licence; and have the ability to successfully complete any Police or other required checks relevant to THNSW’s operating context with volunteers, youth, children and the public.

The following selection criteria are not essential, however highly desirable and would be an advantage:

1. Knowledge of transport or transport history, particularly railways, in NSW.
2. Experience in museum or other heritage or history-based attraction, gallery or similar, or other public attraction operations.
3. Experience or awareness of the requirements of working in, and an enthusiasm for, heritage, cultural tourism, regional attraction management sectors, not-for-profit organisation environments.