



# AIATSIS

Application Pack

Access Support Officer

APS 5

Ongoing Full-time

\$69,637.00- \$74,327.00

This is an Affirmative Measures Position

## Who we are

We are Australia's only national institution focused exclusively on the diverse history, cultures, and heritage of Aboriginal and Torres Strait Islander Australia. We house the world's most important and extensive collection of cultural information and material and we provide leadership, publish and promote greater understanding and appreciation of Aboriginal and Torres Strait Islander peoples. We create opportunities for people the world over to engage with and be transformed by the knowledge, the cultures and the story of Australia's Indigenous peoples. We are Australia's national institution for leadership in Aboriginal and Torres Strait Islander research.

## What we do

We care for a priceless collection, including films, photographs, video and audio recordings as well as the world's largest collection of printed and other resource materials for Aboriginal and Torres Strait Islander studies. We undertake and encourage scholarly, ethical, community-based research in a variety of sectors, including health, native title, languages and education. Our publishing house, Aboriginal Studies Press, regularly publishes outstanding writing that promotes Australian Indigenous cultures. Our activities affirm and raise awareness of the richness and diversity of Aboriginal and Torres Strait Islander cultures and histories.

## What we are trying to achieve

Our functions are established under the [Australian Institute of Aboriginal and Torres Strait Islander Studies Act 1989](#).

These functions are to:

- develop, preserve and provide access to a national collection of Aboriginal and Torres Strait Islander cultures and heritage;
- use that national collection to strengthen and promote knowledge and understanding of Aboriginal and Torres Strait Islander cultures and heritage;
- provide leadership in the fields of:
  - Aboriginal and Torres Strait Islander research; and
  - ethics and protocols for research, and other activities relating to collections, related to Aboriginal and Torres Strait Islander peoples; and use (including use for research) of that national collection and other collections containing Aboriginal and Torres Strait Islander cultures and heritage;
- lead and promote collaborations and partnerships among the academic, research, non-government, business and government sectors and Aboriginal and Torres Strait Islander peoples in support of the other functions of the Institute;



- provide advice to the Commonwealth on the situation and status of Aboriginal and Torres Strait Islander culture and heritage.

We are an Australian Government statutory authority. The Minister responsible for AIATSIS is the Hon Ken Wyatt AM, Minister for Indigenous Australians, and it sits within the portfolio of National Indigenous Australians Agency (NIAA).

## About the Program Area

The Collections Access and Family History is part of the AIATSIS Partnerships and Engagement Group.

It manages services and policies for culturally appropriate access to the AIATSIS Collection and Indigenous Family History research. The program comprises the Collection Access and the Family History.

Collection Access provides access to AIATSIS collections and reference services for Aboriginal and Torres Strait Islander people as well as non-Indigenous researchers and commercial clients. It also conducts community access visits and tours, provides training in accessing the collection, supports collection exhibition, publication and research and provides advice on culturally appropriate collection access.

Family History is involved in the provision of Indigenous family history research and training, including for Link Up services around Australia.

## About the Role

An Access Support Officer is a member of the Collections Access and Family History team. The position's primary responsibility is to provide access, both onsite and by online request form, phone or email, to material held in the AIATSIS collections. The key responsibilities of the role are to:

- Process basic requests for collection material in all media types
- Process Interlibrary Loans requests
- Provide information and library services
- Work rostered shifts, including at the Reference desk, within standard opening hours
- Retrieval of collection material
- Assist with obtaining permission for use of collection materials

This position will be filled using the Identified Position provision, which encourages the targeted recruitment of Aboriginal and Torres Strait Islander people into the Australian Public Service.

## Our ideal candidate



The ideal candidate will have:

- understand the role of a major specialist collection in meeting the needs of Aboriginal and Torres Strait Islander people and other researchers.
- have an understanding of Copyright legislation and Aboriginal and Torres Strait Islander people's rights over their cultural materials.
- have the capacity to conduct research, maintain records and work with databases with attention to detail.
- have good communication skills and the ability to express the results of your research in emails and verbal and written reports.
- the ability to manage your own work, demonstrating your drive and taking personal responsibility for accurate completion of work, while seeking guidance when required.
- the ability to work collaboratively.

In addition, the successful candidate must have the following capabilities:

- Communicate respectfully with Aboriginal and Torres Strait Islander stakeholders, clients, and colleagues.
- Show sensitivity and respect for cultures in responding to individual needs and circumstances.
- Creates a safe interpersonal environment by listening and showing a respectful interest in cultures, past experience, and personal circumstances.

Relevant qualifications or experiences are highly desirable and well regarded.

## What we offer

Opportunities for further education, professional development and study assistance will be available. You can also expect personal development planning activities and to work in a supportive learning environment.

We understand that you will work best when you have a healthy work-life balance and can attend to your family commitments. We offer flexible working conditions, competitive leave entitlements and health and wellbeing programs.

## How to apply

If this sounds like the opportunity you are looking for, we want to hear from you! Send your completed application to [recruitment@aiatsis.gov.au](mailto:recruitment@aiatsis.gov.au) by 11.59pm on **9 December 2021**. Referring to 'Our Ideal Candidate', provide a succinct summary (no more than 1550 words) outlining your skills, knowledge and experience demonstrating why you should be considered for this role.

- Complete the enclosed application form.



- Attach your resume, covering your personal details, education and qualifications, work and other relevant experience.

## What should I include in my supporting statement?

Your application should be brief and align to the requirements specified in the vacancy information published on our website. Generally, we do not use selection criteria for applications unless they are specific technical requirements.

## How will my application be assessed?

You will be assessed on your resume and your response to 'Our Ideal Candidate'. Your response should be succinct and demonstrate your ability to meet the requirements of the job and should complement your resume. Your resume should be comprehensive enough to show that you have the experience and/or qualifications to undertake the duties and responsibilities of the job. Because this is an Affirmative Measures and Identified position your resume should include your knowledge of and experience with Aboriginal and/or Torres Strait Islander cultures, issues, communities and engagement.

If you need assistance developing your response you may want to refer to the applying for jobs on the Australian Public Service Commission website:

<http://www.apsc.gov.au/working-in-the-aps/applying-for-jobs-in-the-aps>

A selection decision may be based solely on your written application and referee reports, and it is the quality, rather than the quantity of your written submissions that is the most critical factor.

Your cultural competency will carry more weight than other factors in the assessment. These requirements are based on the information provided to you as part of the job opportunity.

Your referees may also be contacted at any stage of the assessment process to validate your claims. For this reason it is important that you advise them that you have applied for a role at AIATSIS, and that you feel confident they will be able to support your application.

## Who to contact

For enquiries about this job please contact Contact person on (02) 6246 1603 or email [Donna-maree.towney@aiatsis.gov.au](mailto:Donna-maree.towney@aiatsis.gov.au)

If you are experiencing any difficulties accessing or submitting your online application, or you would like more information about this job please contact the AIATSIS Recruitment Team on (02) 6246 1172.



# FAQ

## What are Affirmative Measures and Identified Positions?

The Australian Public Service (APS) advertises some jobs as Affirmative Measures and/or Identified positions. The two classifications are similar but serve different purposes.

### Affirmative Measures positions

Jobs in the APS are open to all Australian citizens. There are some jobs, though, that are open only to specific members of the Australian population. This practice is known as an Affirmative measure, and is a targeted strategy to ensure the diversity of the APS workforce reflects the diversity of the Australian population.

Any job can be restricted to Aboriginal and/or Torres Strait Islander people only, and it doesn't necessarily have to involve working on Indigenous issues. If a position has been advertised as an Affirmative measure, it will be clearly marked as such.<sup>1</sup>

The use of the Indigenous Affirmative Measures provision at AIATSIS allows for targeted recruitment of Indigenous Australians into the organisation. If you are applying for an Affirmative Measures position, you will need to indicate your Aboriginal and/or Torres Strait Islander heritage on our application form and provide confirmation if required.

### Identified positions

Identified positions are roles that require people to have an understanding of the issues affecting Indigenous Australians and a proven ability to communicate sensitively with them. These requirements are generally for jobs that involve providing services or developing policies for Indigenous Australians, and/or direct interaction with Indigenous communities.

Identified positions are crucial in ensuring that the APS has the right people working on initiatives to improve the delivery of services and close the gap between Indigenous and non-Indigenous Australians, and are open to all Australian citizens<sup>2</sup>.

At AIATSIS all positions are Identified positions where candidates are required to demonstrate an understanding of the diversity of Aboriginal and Torres Strait Islander peoples, their cultures, and their issues and to be able to communicate respectfully with them.

You must provide the name and contact details of an Aboriginal and Torres Strait Islander referee. This referee will be contacted to determine your cultural capability.

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<sup>1</sup> <https://www.apsc.gov.au/indigenous-employmentaffirmative-measure-and-identified-positions>

<sup>2</sup> <https://www.apsc.gov.au/indigenous-employmentaffirmative-measure-and-identified-positions>



## What is Cultural Capability?

As all positions at AIATSIS are 'Identified' each position will have various elements of involvement with the delivery of Indigenous specific services, programs and policies as part of AIATSIS core functions. AIATSIS therefore needs to also identify the cultural knowledge; skills and personal attributes needed to deliver the required outcomes.

Every part of how we work, who we work with and for, requires varying levels of knowledge of Aboriginal and Torres Strait Islander cultures, protocols and an understanding of issues that enable effective communication and ultimately effective performance in the role. To assist you in determining the required cultural capabilities of this role, you can refer to the [Aboriginal and Torres Strait Islander Cultural Capability – A Framework for Commonwealth Agencies](#)





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## [ Internal-Use-Only ]

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Date Application Received

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Processed By

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## Current Employment Details

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Note: There are arrangements applying in the Australian Public Service (APS), which limit the subsequent employment of people who have received a redundancy benefit. (The circumstances where the restrictions apply are set out in clause 7.1 of the Australian Public Service Commissioner's Directions 2016 (the Directions). For more information please refer to:

<https://www.apsc.gov.au/engagement-people-who-have-received-redundancy-benefit>

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Are you currently employed in the Australian Public Service?  Yes  No (complete only question 4 below)

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1. Have you accepted a redundancy package in the last 12 months?  Yes  No

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2. Are you:  Ongoing  Non-Ongoing

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3. If Yes, AGS Number

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4. Current Employer

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5. Current Classification/Level

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6. Current Position Title

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## Eligibility Requirements

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Note: Applicants will generally only be eligible for employment if they are Australian citizens.

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Are you an Australian Citizen?  Yes  No

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Note: Applicants will only be eligible for this employment opportunity if they are Aboriginal and/or Torres Strait Islander

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Do you identify as Aboriginal and/or Torres Strait Islander?  Yes  No

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## References

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Instruction: As all positions in AIATSIS are Identified – Applicants should provide the details of an Aboriginal and/or Torres Strait Islander person to confirm their relevant experience and cultural competency.

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Indigenous Referees Name	Position Held	Contact Details
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Email:  
Phone:

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Other Referees Names (2)	Position Held	Contact Details
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Email:  
Phone

Mobile:  
Phone:

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## Advertisement

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Where did you see the advertisement for this position

- Koori Mail  
 ALIA  
 APSjobs (Gazette)

- AIATSIS Website  
 SEEK  
 Other
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If Other, Please Specify:

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