



Reference Officer

National Collection

Research Centre, Information Services

Employment Type: Ongoing – Part time

Classification: BB3

Position Number: 60000248

Reports to: Manager Information Services, 60000246

The Australian War Memorial

The Australian War Memorial combines a shrine, a world-class museum, and an extensive archive. The Memorial's purpose is to commemorate the sacrifice of those Australians who have died in war or on operational service and those who have served our nation in times of conflict. Its mission is to lead remembrance and understanding of Australia's wartime experience.

The Memorial's Research Centre holds the written records of war, both published and unpublished. They manage and provide access to these collections, digitise archival collections and deliver reference and information services about Australian military history, the Memorial and its collections. The Research Centre's Information Services team contributes strongly to the Memorial's research and information dissemination activities through the reference enquiry services and contributions to public programs, exhibitions and projects. The section also manages the Research Centre's collections of publications and serials. The work of the Information Services team supports the Memorial's aims of helping Australians understand our wartime experience.

Reference Officers work collaboratively within the Information Services team to deliver a wide range of high quality reference and information services both onsite in the Research Centre's reading room and to our geographically dispersed clients. Reference Officers provide research advice about the Memorial, its collections and Australian military history using a variety of sources including online resources, library and archival collections.

Core Responsibilities

- Deliver high quality reference and information services to Research Centre clients about the Memorial's collections and Australian military history.
- Delivery of reference and information services, by participating in the reference roster and responding to correspondence received through the reference service systems.
- Support the management of the Research Centre's collections of publications and serials
- Promotion of Research Centre collections and services to contribute to the community's understanding of Australia's wartime experience.

Additional Requirements:

- Includes rostered hours within the standard ordinary hours
- Some out of hours work



Selection Criteria

Essential Criteria:

1. Experience providing high quality reference and information services to a diverse range of clients using online resources, library and archival collections, both onsite and remotely.
2. Resilience, and experience using sound judgement when managing and delivering reference and information services.
3. Highly developed written, spoken, and listening skills which demonstrate an ability to communicate in a clear, concise and timely manner using a variety of channels.
4. The ability to work effectively as part of a team in an archive, library or museum environment.
5. Excellent organisational, administrative and planning skills in managing a personal workload in a busy environment with conflicting demands.
6. Physical ability to perform safe manual handling techniques and as required, move a variety of items between the various Memorial sites using Memorial vehicles.

Desirable Criteria:

1. Tertiary qualifications in library, archives or museum studies or information management or equivalent are highly desirable
2. An appreciation of the Memorial's corporate goals and priorities and of Australian military history as they apply to the work of this position.