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| --- | --- |
| **Cluster** | Planning & Environment  |
| **Agency** | Environment Protection Authority |
| **Division/Branch/Unit** | Various |
| **Location** | Various |
| **Classification/Grade/Band** | Environmental Officer Class 5 |
| **ANZSCO Code** | TBA |
| **Role Number** | Various |
| **PCAT Code** | TBA |
| **Date of Approval** | May 2016 |
| **Agency Website** | [www.epa.nsw.gov.au](http://www.epa.nsw.gov.au)  |

# Agency overview

The NSW Environment Protection Authority (EPA) is the state‘s primary environmental regulator. We work to protect our community and the environment as a leader, partner and protector. Our vision is for New South Wales to have a healthy environment, healthy community and healthy business. We believe healthy ecosystems are the foundation for healthy communities, a healthy economy and for enhancing Iiveability.

We lead in protecting our air, waterways, land and the health of the community for the future.

We work with communities, government and business to reduce our impact on the environment.

We hold people and organisations to account through licensing, monitoring, regulation and enforcement.

# Primary purpose of the role

Undertake day to day tasks relating to the application of EPA legislative responsibilities in diverse regulatory area/s, and perform other regulatory activities, as determined by EPA operational priorities.

# Key accountabilities

* Assist to develop, review and implement relevant aspects of the Branch’s, Section’s or Region’s Work Plan, work programs, policies and strategies.
* Contribute to the assessment of the efficiency and effectiveness of standards and guidelines in protecting human health and the environment and, provide advice to management on the adequacy, quality and appropriateness of relevant procedures.
* Assist to identify and recommend relevant action to address poor environment performance of industry, public sector agencies, landholders and general community to ensure the environment and human health is protected.
* Assist in the delivery of the EPA’s statutory responsibilities and diverse environment protection activities and approaches including response to emergency situations including after-hours response, and handle day-to-day complaints.
* Contribute to the conduct of investigations, including gathering evidence for potential legal or other regulatory or non-regulatory actions, to deliver effective compliance with EPA’s legislative responsibilities and appear in court as the EPA witness when required.
* Undertake assigned regulatory activities including licensing and approvals, and review and assess Environmental Assessments for local government areas, major projects, sites and premises in relation to relevant environment requirements.
* Provide advice and information internally and to industry, public sector, landholders, the community and other groups on the EPA’s regulatory framework, environmental improvement programs and initiatives, the application of regulatory tools, and regional planning and development issues within the EPA’s regulatory responsibility.
* Maintain relationships with industry, public sector, landholders, the community and other groups, and represent the EPA at relevant meetings, committees and conferences.

# Key challenges

* Due to the changing priority of operational issues, flexibility is needed to work in any of the EPA’s regulatory functional areas, with appropriate training and mentoring, which may include EPA developmental programs, on-the-job training, and peer and management support.
* Establishing and maintaining community confidence by liaising with industry and community groups (under supervision) to explain and gain broad acceptance of the regional or Branch programs for protecting human health and the environment and the requirements under the EPA legislation, and influencing attitudes and priorities of community, industry and public sector.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Supervisor | * Receive guidance and support, provide advice and exchange information
 |
| EPA  | * Collaborate on cross agency projects, provide advice and exchange information.
 |
| **External** |  |
| Industry and community groups | * Liaise and explain and gain broad acceptance of regional or Branch programs for protecting the environment
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# Role dimensions

## Decision making

The Operations Officer works under direct consultation and direction of supervisors and refers more complex issues to appropriate specialist staff. The role reviews and makes recommendations to the supervisor on relevant general regional or branch issues and problems requiring practical or innovative conceptual solutions, consistent with EPA policies and guidelines.

## Reporting line

Role reports to the Unit Head.

## Direct reports

Nil.

## Budget/Expenditure

Nil.

# Essential requirements

Broad understanding of the policies, practices and statutory requirements that support the operations of the EPA.

# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](file:///%5C%5CDNS-323%5CVolume_1%5CClients%5C2014%5CFolk%5CPSC%5Cv16_12March2014%5Cwww.psc.nsw.gov.au%5Ccapabilityframework).

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework |
| --- |
| **Capability Group** | **Capability Name** | **Level** |
|  | Display Resilience and Courage | Foundational |
| Act with Integrity | Foundational |
| **Manage Self** | **Intermediate** |
| Value Diversity | Foundational |
|  | **Communicate Effectively** | **Intermediate** |
| Commit to Customer Service | Intermediate |
| **Work Collaboratively** | **Intermediate** |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Intermediate |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Intermediate** |
| **Demonstrate Accountability** | **Intermediate** |
|  | Finance | Foundational |
| Technology | Foundational |
| Procurement and Contract Management | Foundational |
| **Project Management** | **Foundational** |

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

| NSW Public Sector Capability Framework |
| --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**Manage Self | Intermediate | Adapt existing skills to new situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth and develop and apply new skillsSeek feedback from colleagues and stakeholdersMaintain own motivation when tasks become difficult |
| **Relationships**Communicate Effectively | Intermediate | Focus on key points and speak in ‘Plain English’Clearly explain and present ideas and argumentsListen to others when they are speaking and ask appropriate, respectful questionsMonitor own and others’ non-verbal cues and adapt where necessaryPrepare written material that is well structured and easy to follow by the intended audienceCommunicate routine technical information clearly |
| **Relationships**Work Collaboratively | Intermediate | Build a supportive and co-operative team environmentShare information and learning across teamsAcknowledge outcomes which were achieved by effective collaborationEngage other teams/units to share information and solve issues and problems jointlySupport others in challenging situations |
| **Results**Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidenceIdentify issues that may hinder completion of tasks and find appropriate solutionsBe willing to seek out input from others and share own ideas to achieve best outcomesIdentify ways to improve systems or processes which are used by the team/unit |
| **Results**Demonstrate Accountability | Intermediate | Take responsibility and be accountable for own actionsUnderstand delegations and act within authority levelsIdentify and follow safe work practices, and be vigilant about their application by self and othersBe alert to risks that might impact the completion of an activity and escalate these when identifiedUse financial and other resources responsibly |
| **Business Enablers**Project Management | Foundational | Plan and deliver tasks in line with agreed schedulesCheck progress against schedules, and seek help to overcome barriersParticipate in planning and provide feedback about improvements to schedules |