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| **Cluster** | Planning & Environment |
| **Agency** | Office of Environment & Heritage |
| **Division/Branch/Unit** | National Parks and Wildlife Service / Flight Team |
| **Location** | TBC |
| **Classification/Grade/Band** | Crewman |
| **Role Number** | Generic |
| **ANZSCO Code** | TBC |
| **PCAT Code** | TBC |
| **Date of Approval** | October 2016 |
| **Agency Website** | [www.environment.nsw.gov.au](http://www.environment.nsw.gov.au) |

Agency overview

The NSW Office of Environment and Heritage aims to enrich life in NSW by helping the community to conserve and enjoy our environment and heritage.  For more information go to [www.environment.nsw.gov.au](http://www.environment.nsw.gov.au).

Primary purpose of the role

Undertake safe and efficient operation of helicopter tasks and to ensure that all ancillary equipment and gear necessary to perform the work programs are in operational condition and available for the jobs required.

Assist the Pilot in navigation, radio, advising on obstacle clearance during landing and hovering so safety is assured. The position is responsible for all aspects of the job other than flying including providing support to the Chief Pilot-Manager, Flight Operations and Pilot(s) in complying with OEH Air Operators Certificate, the Civil Aviation Act 1998 and associated Civil Aviation Safety Authority (CASA) orders and regulations.

# Key accountabilities

* Prepare the aircraft, equipment & gear so it is ready and available for each task, includes cleaning and minor maintenance, configure the aircraft, supervise the operation of the ancillary equipment & organise resources at task.
* Ensure that loads are secured and weight is properly distributed in accordance with the aircraft specifications as well as CASA protocols, guidelines and the Operations Manual.
* Assist the Pilot with landing, hovering, navigation and radio operations so the Pilot can concentrate on flying by informing the pilot of objects in close proximity to the flight path, the location of personnel and cargo on the ground relative to the position of the aircraft and alerting the Pilot to objects striking the aircraft.
* Operate and maintain equipment such as winch, sling, cargo nets, firefighting buckets, aerial incendiary equipment in a safe, efficient and effective manner.
* Ensure safety of field staff working around the aircraft through clear communication training and briefing staff before operations and providing instruction during operations.
* Provide high level technical advice to aircraft users including remote fire fighters, aerial incendiary operators, ground crews, and passengers, on safety procedures associated with the helicopter and the operation of ancillary equipment as required by statutory provisions and agency SOP’s to ensure the safety of people working in and around aircraft
* Conduct preflight safety briefings for passengers and relevant staff are briefed in winching, hover exit and sling load operations according to regulatory standards (i.e. Occupational Health & Safety).
* In association with other flight crew, organise resources at task so that food, fuel and accommodation are available where and when required.
* Assist with the scheduling and registration of flight bookings and general administration so that flight section can provide a high level of customer service to staff within OEH as well as other passengers and users of the service.
* Assist with implementing and presenting training activities in consultation with the Fire Training Coordinator, and also monitor and review training courses ensuring training needs of staff are met.

Key challenges

* During search and rescue and fire fighting operations that involve winching and slinging personnel and sling operations are difficult procedures and can be dangerous if not carried out correctly. The Crewperson will be required to sever winch cables on pilot instruction and or where the aircraft is endangered.
* During hovering and landing operations the Crewperson becomes the “Pilot’s eyes”, the pilot is guided by the Crewperson and a high degree of accuracy and clear communication is required.
* Problem solving requires assessment of situations & developing and evaluating a number of options that will take into account safety considerations. Solutions are rarely straightforward & usually vary from situation to situation.
* Required to resolve logistical problems in consultation with the Pilot and field staff, when conducting field operations, e.g. providing fuel, moving equipment, and changing landing areas.
* Operates within extreme temperature variations which may vary between minus 25 oC to 40 oC.
* Decisions relating to aircraft safety and operations are subject to the concurrence of the Pilot who has ultimate command of the aircraft at all times. Decisions are related to accomplishing specific tasks, e.g. how to rig a particular load, whether a load can safely be carried. .
* Flight programs are set in advance and the position makes decisions on work priorities within approved work programs and guidelines in consultation with the Pilot.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager / Senior Managers | * Discuss issues, seek guidance, keep informed, escalate issues if required, management of workload and to receive instruction and support * Working collaboratively with relevant managers to ensure that service delivery commitments are met. |
| Work Team / Other Internal staff | * Liaise with field staff for the purposes of sharing information and advice. * Participate in meetings to obtain the work group perspective and share information * Work collaboratively to contribute to achieving the team's business outcomes * Guide, support, coach, mentor and empower team members * Inspire and motivate team, provide direction and manage performance |
|  | * Working collaboratively to ensure that service delivery commitments are met. |
| **External** |  |
| Aviation maintenance providers and avionic engineers and other technicians and Crewpersons | * Liaise with, and develop and maintain effective relationships for the purposes of ensuring that radio and GPS and other equipment are maintained and repaired as required * Ensure that they are informed regarding new equipment and techniques (e.g. twin person winching SOP’s, spot application of water for fire suppression and information on herbicides for pest species work) |
| Rural Fire Service, Police and emergency service agencies | * To coordinate firefighting and search and rescue activities. |

# Role dimensions

## Decision making

Decisions are related to accomplishing specific tasks, e.g. how to rig a particular load, whether a load can safely be carried. Decisions relating to aircraft safety and operations are subject to the concurrence of the Pilot who has ultimate command of the aircraft at all times.

Flight programs are set in advance and the role makes decisions on work priorities within approved work programs and guidelines in consultation with the Pilot.

The role recommends the maintenance, purchase or replacement of equipment, however the decision to authorise the maintenance or purchase of equipment rests with the Chief Pilot.

## Reporting line

Senior Crewperson and Pilot (Helicopter)

## Direct reports

## There are nil direct reports in the structure; however, the Crewperson is required to maintain CRM / winch briefing / training delivery

## Budget/Expenditure

Nil

Essential requirements

Extensive experience in helicopter operations and knowledge of the capabilities of the particular types of helicopters used by the agency.

Extensive experience in the operation of personal hoist (winch)

Experience with the operation of role equipment including; aerial Incendiary machines, water buckets and rigging and handling of cargo.

High level navigation skills including the operation of GPS equipment.

Physical fitness and the ability to work in isolated locations unsupervised individually or as part of a team.

Ability and willingness to carry out fire fighting support duties.

Knowledge of the Incident Management System and an understanding of Air Operations in relation to fire management and mitigation

Ability to instruct and assess personnel in working safely around aircraft and in hover / exit and winch operations

# 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](http://www.psc.nsw.gov.au/capabilityframework)

## 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** | **Adept** |
| Act with Integrity | Intermediate |
| Manage Self | Intermediate |
| Value Diversity | Foundational |
|  | **Communicate Effectively** | **Adept** |
| Commit to Customer Service | Foundational |
| Work Collaboratively | Intermediate |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Foundational |
| Plan and Prioritise | Foundational |
| **Think and Solve Problems** | **Intermediate** |
| Demonstrate Accountability | Foundational |
|  | Finance | Foundational |
| Technology | Intermediate |
| Procurement and Contract Management | Foundational |
| **Project Management** | **Intermediate** |
|  | Manage and Develop People | Intermediate |
| Inspire Direction and Purpose | Foundational |
| Optimise Business Outcomes | Foundational |
| Manage Reform and Change | 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**  Display Resilience and Courage | Adept | Be flexible, show initiative and respond quickly when situations change  Give frank and honest feedback/advice  Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively  Raise and work through challenging issues and seek alternatives  Keep control of own emotions and stay calm under pressure and in challenging situations |
| **Relationships**  Communicate Effectively | Adept | Tailor communication to the audience  Clearly explain complex concepts and arguments to individuals and groups  Monitor own and others’ non-verbal cues and adapt where necessary  Create opportunities for others to be heard  Actively listen to others and clarify own understanding  Write fluently in a range of styles and formats |
| **Results**  Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidence  Identify issues that may hinder completion of tasks and find appropriate solutions  Be willing to seek out input from others and share own ideas to achieve best outcomes  Identify ways to improve systems or processes which are used by the team/unit |
| **Business Enablers**  Project Management | Intermediate | Perform basic research and analysis which others will use to inform project directions  Understand project goals, steps to be undertaken and expected outcomes  Prepare accurate documentation to support cost or resource estimates  Participate and contribute to reviews of progress, outcomes and future improvements  Identify and escalate any possible variance from project plans |