

Role Description

Team Leader Operations

Cluster	Industry
Agency	Local Land Services
Division/Branch/Unit	Region
Location	Negotiable within Region
Classification/Grade/Band	Advisory and Technical Stream LLS Level 7
Role Family (<i>internal use only</i>)	Bespoke / Projects and Programs / Lead
ANZSCO Code	139999
PCAT Code	1119192
Date of Approval	May 2018
Agency Website	www.lls.nsw.gov.au

Agency overview

Local Land Services (LLS) was established in January 2014 to provide quality, customer focused services to landholders and the community across New South Wales. The organisation brings together the agricultural advice, biosecurity, natural resource management, emergency services and Soil Conservation Service functions previously provided by 28 organisations into a single organisation comprising around 950 staff with a budget of approximately \$225 million.

LLS provides products and services that are strongly focused on meeting local customer needs, combined with the strength of being a single organisation governed by the Local Land Services Board. Eleven local regions, Sustainable Land Management and the Soil Conservation Service are responsible for local delivery. Each local region has a local board which is responsible for the oversight of day-to-day operations and local strategic direction in line with state priorities. The regions vary in geographic and organisational size and are supported by the state operations unit.

The Sustainable Land Management business unit provides regulatory services under the Biodiversity Conservation Act 2017 and the Soil Conservation Service is a commercial entity for environmental consulting and soil conservation services.

Primary purpose of the role

Lead a multi-disciplinary team to plan and deliver LLS operational activities, initiatives and functions, and provide high level stakeholder and customer engagement across the region.

Key accountabilities

- Lead a multidisciplinary team, in collaboration with other LLS teams and external stakeholders to plan and deliver services and achieve outcomes in natural asset protection, sustainable agriculture and invasive species control
- Engage and negotiate with customers and internal and external stakeholders to understand and provide responses to needs and to propose solutions to critical issues of LLS responsibility
- Produce program and project reports to enable monitoring and evaluation of the operating environment and activities
- Manage assigned budgets and resources to deliver services and achieve outcomes efficiently and effectively and in compliance with defined financial, administration and procurement directions
- Support and implement NSW Government, Department of Industry and LLS policies and procedures for supervising staff and managing the workplace and activities of the team
- Undertake research and analyse information to provide advice to the General Manager, local board and staff and prepare advice and briefings (including ministerial briefings) to support effective management of issues and sound decision making
- Attend professional and industry forums, workshops and meetings to represent LLS programs, products and services
- Contribute to emergency management and natural disaster preparedness and responses to comply with LLS operational requirements

Key challenges

- Leading a diverse team, solving complex problems and prioritising projects and initiatives to maximise the impact of LLS programs
- Developing and maintaining collaborative engagement with the community, organisations and key stakeholders and managing strong partnerships with external organisations
- Engaging with and maintaining involvement and cooperation across a broad range of internal and external stakeholders

Key relationships

Who	Why
Internal	
General Manager	<ul style="list-style-type: none">• Deliver advice and support in the management and development of regional strategic initiatives and projects implementing LLS programs• Provide input into operational policies, plans and procedures
Team	<ul style="list-style-type: none">• Provide direction and advice in the management and implementation of initiatives and projects that are consistent with the strategic objectives of the LLS
External	
Customers/Industry /Community Groups/Government Agencies	<ul style="list-style-type: none">• Seek information and provide specialist advice in the development and implementation and delivery of LLS projects and initiatives

Role dimensions

Decision making

Under the direction of the General Manager and/or supervisor, lead and manage the planning, development and operational delivery of regional programs and projects and lead a multidisciplinary team consistent with LLS objectives.

Reporting line

General Manager or Supervisor

Direct reports

This role has up to six direct reports

Budget/Expenditure

Authorisation for expenditure of allocated project resources under applicable Departmental delegation

Essential requirements

- Tertiary qualifications in a discipline relevant to Agriculture, Environment, Natural Resource Management, Biosecurity or Emergency Management or equivalent relevant knowledge and leadership experience
- Current NSW Driver Licence and the ability and willingness to travel






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

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
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Adept
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

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 Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers	Adept	<ul style="list-style-type: none"> • Apply legal, policy and organisational guidelines and

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Group and Capability	Level	Behavioural Indicators
Procurement and Contract Management		<p>procedures in relation to procurement and contract management</p> <ul style="list-style-type: none"> • Develop well written, well structured procurement documentation that clearly sets out the business requirements • Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective • Be aware of procurement and contract management risks, and what actions are expected to mitigate these • Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles • Escalate procurement and contract management issues where required
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks
People Management Inspire Direction and Purpose	Adept	<ul style="list-style-type: none"> • Promote a sense of purpose within the team and enable others to understand the strategic direction of the organisation • Translate broad goals into operational needs and explain the links for the team • Link team performance goals to team/unit goals to ensure implementation of government policy

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Ensure team objectives and outcomes lead to implementation of government policy• Recognise and acknowledge high individual/team performance