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| **Cluster** | Planning & Environment |
| **Agency** | Office of Environment and Heritage |
| **Division/Branch/Unit** | National Parks and Wildlife |
| **Location** | Various |
| **Classification/Grade/Band** | Senior Field Supervisor |
| **Role Number** | Generic |
| **ANZSCO Code** | TBC |
| **PCAT Code** | TBC |
| **Date of Approval** | January 2015 |
| **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

Plan, develop, implement and manage approved works and maintenance programs for the Area so that the natural and cultural heritage is enhanced and conserved and the public have access to high quality, safe recreational and educational facilities. Ensure the cost efficiency of works and maintenance programs and effective deployment and development of field staff and the appropriate acquisition and use of equipment.

# Key accountabilities

* Oversee the coordination, supervision and development of field staff and contractors to ensure work is allocated appropriately and works programs are completed effectively, within budget and to set deadlines.
* Plan, develop and manage the annual Area works program, and contribute to Regional planning, in consultation with the Manager and other relevant staff, including the construction, upgrading and maintenance of roads, tracks and firetrails, directional and interpretive signage, walking tracks, visitor facilities and Projects to protect and rehabilitate natural and cultural heritage assets for the Area and ensure all assets meet operational objectives.
* Plan, develop and manage the Area upgrading and asset construction, and maintenance programs consistent with the Operational Plan and prepare and/or assist in the preparation of individual project plans, submissions, budgets, designs and technical specifications, monitor project expenditure against budget and report on and audit works programs including collection and compilation of data to ensure works are coordinated and completed in accordance with approved plans, specifications, prescriptions and budgets.
* Co-ordinate availability of resources, equipment and materials to enable park facilities and grounds to be maintained to Agency standards, new facilities to be constructed and firefighting capability to be maintained to service standards.
* Co-ordinate and support the implementation of Area’s fire, feral animal and noxious plant programs in line with Regional objectives and provide input into development of these programs. Supporting implementation of the Area’s fire program includes taking a key leadership role, performing at least a fire crew leadership role in line with Agency responsibilities and regulations.
* Develop and implement major plant, minor plant, heavy and light vehicle maintenance and replacement programs to ensure plant and vehicles are in good and safe condition.
* Undertake a range of administrative functions including purchase and procurement of necessary materials and purchase and disposal of plant, vehicles and equipment, maintain administrative systems associated with management and reporting of works and the associated resources, and manage tendering processes related to works in accordance with Agency and Public Sector standards.
* Ensure that The Agency’s safe work procedures and the requirements of the Work Health and Safety Act are met in relation to activities required of this role to ensure the safety of personnel and the public.

Key challenges

* Responsible for implementation of works programs to a high standard and the application of effective strategies to ensure timely and cost efficient completion of works and identify and assess the advantages and disadvantages of using field staff or contracting specific regular works for best use of available resources.
* Works and maintenance programs are developed annually, involving consultation with the Manager, rangers and field staff, based on the Operations Plan and are reviewed regularly. Planning is done after consultation with the Manager and Rangers to ensure that it meets priority identified needs.
* Manage a broad range of external relationships including park neighbours, general public and with other government departments and community groups.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Supervisor / Manager | * Provide input/information to the supervisor to assist in the determination of work priorities * Is a key member at meetings and discussions concerned with the review, prioritising and resourcing of projects, operational systems and maintenance programs. * Assist the Area Manager, and where necessary Regional Manager, in managing and reporting on financial and human resource management and in tracking and monitoring the functions of the Operational area. |
| Team | * Review work and proposals of team members * Actively mentor and assist with development of field staff skill levels. * Provide direction and manage performance. |
| Other Staff | * May be required to operate as part of a team including those from other operational areas. * Communicates with subordinate field staff and Rangers to allocate work priorities, review work undertaken ensuring it is of a high standard and to facilitate the provisions of training. * Often required to provide practical advice to other staff on a range of park use issues. |
| Contractors / Volunteers | * Supervise contractors and volunteers on specific projects and activities. |
| **External** |  |
| General Public | * Neighbouring properties in relation to pest control, fire management and other programs and to facilitate a better working relationship. * Exhibit sensitivity to local cultural issues especially when communicating with Aboriginal communities. * Provide information and advice to park visitors in respect to natural and cultural heritage, park facilities, park usage and related issues to facilitate customer relations. |
| Other Government departments | * Liaise with officers of other government departments such as the Roads and Maritime Service, NSW Police, Rural Fire Service and Local Councils as appropriate. |
| External suppliers and contractors | * Manage contracts and monitor provision of stores and equipment to ensure compliance with contracts and service agreements. * Provide and gather information to resolve routine issues. |

# Role dimensions

## Decision making

Acting independently within approved guidelines in leading and directing work teams engaged in approved management programs and to operate independently in problem solving in the field. Exercise law enforcement authority under delegation on a needs basis in the preservation and care of natural and cultural resources and heritage and the proper use of park facilities. Make decisions on a day to day basis regarding the utilisation of equipment to suit work needs. Consults with the Manager to obtain approval to expend funds on approved projects.

## Reporting line

The role reports to the Area Manager.

## Direct reports

Various field staff and contractors.

## Budget/Expenditure

TBA

Essential requirements

* Demonstrated ability to work with the Agency’s statutory obligations as they apply to conservation natural, Aboriginal and cultural heritage and resources and experience in exercising delegated authority for law enforcement.
* Demonstrated experience in, or detailed knowledge of, various trade skills and experience in the purchase, management and utilisation of plant and equipment.
* Demonstrated experience in ensuring effective planning, management and completion of maintenance programs and construction of park/recreational facilities such as roads/fire trails, walking tracks and buildings; and pest and animal control.
* Demonstrated ability and experience to operate and supervise the operation of machinery, plant and equipment for maintenance and construction work whilst complying with Work Health and Safety standards, with a willingness and ability to obtain Workcover certification if required.
* Demonstrated ability to perform a fire crew leadership role and incident control functions.
* Current Senior First Aid Certificate and drivers licence including four-wheel driving certificate, and willingness to fly in light aircraft.

*This role includes firefighting related activities, is very physically demanding, requiring heavy muscular activity, lifting, carrying, pushing and pulling loads, bending, climbing, and driving a variety of vehicles. Applicants must meet the requirements of a specific medical assessment which is inclusive of a clearance to undertake the fitness test for firefighting fitness roles. The applicant must pass the task based fitness assessment to a moderate level within the probationary period (12 months).*

*The role holder must obtain certification at the appropriate level prior to undertaking firefighting/incident control duties.*

# 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** | **Adept** |
| Manage Self | Adept |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Adept** |
| **Commit to Customer Service** | **Intermediate** |
| Work Collaboratively | Intermediate |
| Influence and Negotiate | Intermediate |
|  | **Deliver Results** | **Adept** |
| Plan and Prioritise | Intermediate |
| Think and Solve Problems | Intermediate |
| **Demonstrate Accountability** | **Adept** |
|  | Finance | Intermediate |
| Technology | Intermediate |
| Procurement and Contract Management | Intermediate |
| **Project Management** | **Adept** |
|  | **Manage and Develop People** | **Intermediate** |
| Inspire Direction and Purpose | Foundational |
| Optimise Business Outcomes | Intermediate |
| 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**  Act with Integrity | Adept | 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 |
| **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 |
| **Relationships**  Commit to Customer Service | Intermediate | 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 |
| **Results**  Deliver Results | Adept | Take responsibility for delivering on intended outcomes  Make sure team/unit staff understand expected goals and acknowledge success  Identify resource needs and ensure goals are achieved within budget and deadlines  Identify changed priorities and ensure allocation of resources meets new business needs  Ensure financial implications of changed priorities are explicit and budgeted for  Use own expertise and seek others’ expertise to achieve work outcomes |
| **Results**  Demonstrate Accountability | Adept | 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**  Project Management | Adept | 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 | Intermediate | Ensure that roles and responsibilities are clearly communicated  Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks  Develop team capability and recognise and develop potential in people  Be constructive and build on strengths when giving feedback  Identify and act on opportunities to provide coaching and mentoring  Recognise performance issues that need to be addressed and work towards resolution of issues |