Role Description
Program Lead – Animal Welfare and Biosecurity

Cluster	**Regional NSW**
Department/Agency	**Local Land Services**
Division/Branch/Unit	**Statewide Programs**
Role number	**TBC**
Classification/Grade/Band	**LLS Grade 8**
ANZSCO Code	**234711**
PCAT Code	**1119192**
Date of Approval	**March 2024**
Agency Website	**http://www.lls.nsw.gov.au**

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsibility for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services and private native forestry.

Primary purpose of the role

The Program Lead, Animal Welfare and Biosecurity engages with internal and external stakeholders, providing expert technical advice and support to develop and deliver initiatives, programs, projects, plans and policies for LLS statewide within a specific core service program area. The role implements a consistent, structured program management framework, and develops propositions and justifications for projects, initiatives and service enhancements.

The role collaborates with an Executive Program Sponsor to ensure that program design and development are informed by a breadth and depth of technical and practical implementation wisdom, including engagement with regionally based technical leadership within the program area and works with the Program Sponsor to engage with a Program Advisory Group comprising service leadership across LLS to support effective program planning, encourage inputs in resolution of issues or development of solutions, and to establish collaborative knowledge sharing and leveraging best practices.

The role also provides subject matter expertise and guidance to delivery teams and/or programs of work across NSW to facilitate planning, development, delivery, monitoring and evaluation for a suite of projects, initiatives and activities and supports key staff across to ensure program consistencies and priorities are reflected in business planning, and is responsible for maintaining a complete perspective of all program

activity within the service area across LLS, and preparing reports regarding status and outcomes.

The Program Lead reports to a Principal Program Manager who sets program management standards and frameworks within which programs are managed, and works closely with other Program Leads to capitalise on synergies and alignment to optimise program effectiveness.

Key accountabilities

- Establish a network to facilitate involvement of program related staff across LLS, promote engagement and provide expert technical advice to stakeholders to develop awareness of legislation, strategy and policies, promote compliance, facilitate best practice outcomes and mitigate risk to achieve LLS' objectives
- Provide guidance around project management practices and approaches consistent with program needs and LLS project management principles and practices.
- Provide subject matter expert advice and information to stakeholders and staff leading program delivery, on emerging issues, and present recommendations to support program delivery in line with established plans, budgets, timeframes, policy objectives and other LLS priorities
- Support regions to incorporate program consistencies and priorities in business and operational planning activities
- Support the LLS Animal Biosecurity and Welfare function to ensure effective and efficient implementation of state-wide strategies and plans
- Design and coordinate state-wide strategies and programs for engagement with the community and other key stakeholders to effectively market, foster commitment to, and enhance understanding of the animal biosecurity and welfare functions of the LLS
- Contribute to the development of policies, procedures, strategies and communications, and undertake research, analysis and response to issues, to ensure alignment with current legislative frameworks and/or LLS goals
- Implement strategies and tools for the continuous monitoring and evaluation of program outcomes, including risk and contingency management, impact and quality measures, identification and response to issues, and assessment of overall effectiveness.

Key challenges

- Providing expert advice on complex and politically sensitive issues to the Local Land Services Board and Senior Executive Team that is contextually accurate, informative and timely
- Building a strong Animal Biosecurity and Welfare community of practice, results driven culture of positive customer focus and implementing innovative and strategic policies to deal with new and emerging animal biosecurity and welfare issues
- Leading strong partnerships with external organisations and varied clients in an operating environment that is constantly changing and maintaining alignment between LLS activity and the Government's broader policies affecting NSW primary industries.

Key relationships

Internal

Who	Why
Principal Program Manager	- Receive guidance from and provide expert strategic advice to influence decisions and support strategic partnerships and decision making - Agree priorities, performance expectations and outcomes - Presenting and securing support for program initiatives, and escalating issues which are identified as risks to the program.

Program Sponsor	• Subject matter expertise inputs to support program development, strategies and direction • Collaboration in engagement with key stakeholders and representation in negotiations around program content and prioritisation • Planning effective engagement with SET • Collaboration in instigation and engagement with Program Advisory Groups.
Program Advisory Groups	• Leverage valuable technical inputs to consider response to issues, and inform program planning • Provide strategic advice on statewide programs and policies and ensure integration of programs • Resolve issues and provide solutions to problems at a statewide level.

External

Who	Why
Other NSW Government agencies	• Lead relationships to ensure that programs and policies are collectively developed, implemented and reported on • Represent LLS at a statewide level on relevant joint committees.

Role dimensions

Decision making

The role:

- Provides expert advice and leads the effective coordination of LLS responses and involvement across specific core service programs
- Coordinates delivery of the program with key program related managers and staff across the State
- Acts as a principal point of contact and liaison to ensure a high degree of integration between LLS and programs of other agencies
- Operates autonomously within an established framework and guidelines provided by the Director Statewide Programs and the Principal Program Manager
- Escalates those issues that involve a significant impact to LLS, involve specific risks to the program or which require change to business plan priorities.

Reporting line

Principal Program Manager

Direct reports

Variable, depending upon changing needs of the particular core service program

Budget/Expenditure

TBC

Essential Requirements

- Degree in Veterinary Science registrable in NSW and registration with the NSW Veterinary Surgeons Board.
- Compliance with pre-employment probity screening is mandatory and a condition of engagement.
- Current NSW Driver's Licence and the ability and willingness to travel.

Key knowledge and experience

- Extensive knowledge and understanding in specialty areas of key specialism.
- Demonstrated successful program and project management capabilities.
- Demonstrated commitment to strong collaborative, team based delivery.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.
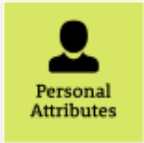
The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

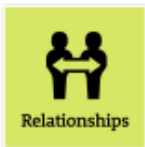| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines	Advanced

	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced
	Work Collaboratively Collaborate with others and value their contribution	• Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies	Advanced
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	Adept
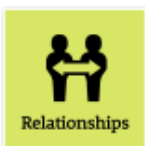
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	Adept
Results	**Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of 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 own and others' health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks	Adept
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups	Advanced

|	Optimise Business Outcomes Manage people and resources effectively to achieve public value	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning • When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences • Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Advanced
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept

	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate