

# Role Description

## Field Officer General Operations



Planning,  
Industry &  
Environment

Cluster	Planning, Industry & Environment
Agency	Environment, Energy and Science
Division/Branch/Unit	National Parks & Wildlife Service / Park Operations
Location	Various
Classification/Grade/Band	Field Officer General Operations
Role Number	Generic
ANZSCO Code	899999
PCAT Code	1119192
Date of Approval	August 2016
Agency Website	<a href="http://www.nationalparks.nsw.gov.au">www.nationalparks.nsw.gov.au</a> & <a href="http://www.dpie.nsw.gov.au">www.dpie.nsw.gov.au</a>

### Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

### National Parks & Wildlife Service overview

National Parks & Wildlife Service (NPWS) manages more than 870 national parks and reserves, covering over 7 million hectares or 9% of the landmass of NSW. We conserve and celebrate our biodiversity and cultural heritage and provide wonderful natural visitor experiences for the whole community to enjoy. We carry out plant and animal conservation, sustainable tourism and visitation, research, education, volunteering programs, and fire and asset management. We work together with Aboriginal communities to manage and protect our parks on behalf of the people of NSW.

### Primary purpose of the role

Undertakes basic maintenance and cleaning of assets, park facilities and infrastructure within NPWS workplaces, parks and reserves including basic maintenance of walking tracks and trails; undertakes weed and fire management activities; operates and maintains minor plant and equipment and provides initial response to visitor enquiries.

Contributes to ensuring Environment, Energy and Science obligations and aims are met through the enhancement and preservation of the natural and cultural heritage values of parks. Performs works programs to ensure that the public has access to appropriately maintained and safe recreational facilities.

## Key accountabilities

- Conducts basic maintenance and cleaning of visitor facilities, including lawns, cleared grounds, gardens, pathways, toilets, BBQs, shelters, picnic furniture, camping areas, short stay accommodation sites, visitor centres, parking areas, playgrounds, depots and offices to ensure safe use and to maintain asset condition
- Performs weed control tasks to protect park values and address potential impacts on park neighbours. This may involve the use of hazardous chemicals subject to training and certifications
- Conducts basic maintenance of roads, walking tracks, mountain bike and horse riding trails, including trimming vegetation, cleaning drains and culverts, and scheduled inspections of the condition of basic assets
- Collects rubbish, replenishes consumables and removes graffiti at picnic grounds, toilets, camping areas, short stay accommodation sites, visitor centres, parking areas, playgrounds, depots and offices and other infrastructure
- Participates as a crew member in hazard reduction and wildfire management, subject to training, experience and certifications. As part of a team, may be required to participate in basic incident responses
- Contributes to works programs including assisting in the transport and handling of materials and equipment, activation of advisory signs, basic asset inspections, and supports basic construction tasks
- Records and reports in a timely manner, any issue or incident impacting on the park or visitors, which may pose a potential risk. Responds to public questions about visitor facilities and provides advice on where visitors can access more detailed park information
- Operates and maintains minor plant and equipment including utility vehicles, whipper snippers, pressure washers, weed spraying units, chainsaws and conditionally licensed vehicles (excluding heavy plant)

## Key challenges

- Ensuring all work is undertaken with a commitment to the agency's statutory obligations to care and maintain visitor facilities, park assets and the natural and cultural heritage values of parks
- All duties, including manual handling, are undertaken in accordance with the agency's safe working procedures and the Workplace Health and Safety Act
- May be required to work with a low level of supervision

## Key relationships

Who	Why
<b>Internal</b>	
Supervisor	<ul style="list-style-type: none"><li>• Receive close guidance, provide input/information to the supervisor to assist in the determination of work priorities</li></ul>
Other field staff	<ul style="list-style-type: none"><li>• May be required to operate as part of a team of field staff including those from other operational areas</li></ul>
Other internal staff	<ul style="list-style-type: none"><li>• Primarily with other local NPWS staff on matters such as work programs</li><li>• Often required to provide practical advice to other staff on a range of park use issues</li></ul>

Who	Why
<b>External</b>	
Park Visitors/General Public	<ul style="list-style-type: none"> <li>Provide information and advice to park visitors in respect to park facilities, park use and related issues to facilitate customer relations.</li> </ul>
Other Government departments	<ul style="list-style-type: none"> <li>Liaise with officers of other government departments such as the Roads and Maritime Service, NSW Police, Rural Fire Service, Local Land Services and local councils as appropriate</li> </ul>

## Role dimensions

### Decision making

Exercises limited delegated authority appropriate to level of knowledge, skills and experience to ensure appropriate use of agency facilities and the protection of natural and cultural resources.

### Reporting line

Supervision of ordinary duties will be administered in the line of Senior Field Supervisor / Field Supervisor / Senior Field Officer.

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- Current Drivers licence and ability to obtain 4wd certification within the probationary period (up to 12 months).
- Demonstrated ability and experience to carry out all duties safely and ability to obtain relevant SafeWork NSW certification to appropriately operate and maintain minor plant and equipment along with an ability and willingness to obtain a First Aid certificate.
- Certification, or ability to obtain certification within the probationary period (up to 12 months), to operate a chainsaw to crosscut standard; ability to operate two-way radio.
- Ability to carry out frontline firefighting duties and support roles including ability to obtain and maintain certification as a crew member within the probationary period, and a willingness to fly in light aircraft.

This is a physically demanding role, requiring heavy muscular activity, lifting, carrying, pushing and pulling loads, bending, climbing, and driving a variety of vehicles. Field Officer General Operations applicants must meet the requirements of a firefighting medical which is inclusive of a clearance to undertake frontline firefighting roles. The applicant must pass the task based fitness assessment to a moderate level within the probationary period (up to 12 months) and annually thereafter.

## 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
 <b>Personal Attributes</b>	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Be willing to develop and apply new skills</li> <li>Show commitment to completing assigned work activities</li> <li>Look for opportunities to learn and develop</li> <li>Reflect on feedback from colleagues and stakeholders</li> </ul>	Foundational
 <b>Relationships</b>	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>Speak at the right pace and volume for diverse audiences</li> <li>Allow others time to speak</li> <li>Listen and ask questions to check understanding</li> <li>Explain things clearly using inclusive language</li> <li>Be aware of own body language and facial expressions</li> <li>Write in a way that is logical and easy to follow</li> <li>Use various communication channels to obtain and share information</li> </ul>	Foundational
 <b>Results</b>	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>Seek clarification when unsure of work tasks</li> <li>Complete own work tasks under guidance within set budgets, timeframes and standards</li> <li>Take the initiative to progress own work</li> <li>Identify resources needed to complete allocated work tasks</li> </ul>	Foundational
 <b>Business Enablers</b>	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Display familiarity and confidence when applying technology used in role</li> <li>Comply with records, communication and document control policies</li> <li>Comply with policies on the acceptable use of technology, including cyber security</li> </ul>	Foundational

## 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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 <b>Relationships</b>	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 <b>Results</b>	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 <b>Business Enablers</b>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational