

# Role Description

## Maintenance Assistant



Department of  
Primary Industries

Cluster	Regional NSW
Agency	Department of Primary Industry
Division/Branch/Unit	Research & Business Excellence / Research Services
Location	Various
Classification/Grade/Band	Operational Staff Grade 3
ANZSCO Code	341111
PCAT Code	1222292
Date of Approval	21 May 2015 (updated February 2020 and August 2020)
Agency Website	<a href="http://www.dpi.nsw.gov.au">www.dpi.nsw.gov.au</a>

### Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible 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.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, Research and Business Excellence provide world class scientific leadership, drives innovation and partners with other research and government entities to promote scientific and research excellence that maximises the NSW Government's return on investment for all primary industries sectors.

### Primary purpose of the role

The role assists with the maintenance of Departmental buildings, plant and equipment. The role communicates with maintenance contractors to ensure agreed outcomes are met and undertakes maintenance tasks when required.

### Key accountabilities

- Assist with the maintenance of buildings, plant and equipment to support Departmental operations.
- Order and purchase spare parts and equipment in a timely and cost-effective manner and in accordance with Departmental policies and procedures.
- Maintain a safe and tidy workshop and keep all tools and equipment in good working order, adhering to Departmental WHS Safe Work Methods and Risk Assessments.
- Keep accurate up to date service records on designated plant and equipment.

## Key challenges

- Prioritising work schedules to meet service maintenance timelines.
- Responding to and assisting with the management of urgent breakdowns and damage due to extreme weather conditions, storms and vandalism.
- Maintaining low risk levels when working in potentially hazardous situations.

## Key relationships

Who	Why
<b>Internal</b>	
Maintenance Supervisor	<ul style="list-style-type: none"><li>• Provide information and consult on service, maintenance and repair schedules.</li></ul>
Operational Staff	<ul style="list-style-type: none"><li>• Meet with, inform, discuss and coordinate maintenance services and repairs.</li></ul>
Research and Technical Staff	<ul style="list-style-type: none"><li>• Meet with, inform, discuss and coordinate maintenance services and repairs.</li></ul>
<b>External</b>	
Contractors and Tradesmen	<ul style="list-style-type: none"><li>• Communicate with contractors and tradesmen to complete defined duties.</li></ul>
Suppliers	<ul style="list-style-type: none"><li>• Negotiate the supply and purchase of goods and equipment</li></ul>

## Role dimensions

### Decision making

- Responsible for prioritising and completing maintenance programs in a safe and tidy environment.
- Identifying, and supervising appropriately qualified tradesmen to carry out specialised repair work.

### Reporting line

Maintenance Supervisor

### Direct reports

Nil

### Budget/Expenditure

Nil

## Key knowledge and experience

- Experience in infrastructure, plant and equipment maintenance and repair

## Essential requirements

- A building trade qualification in Electrical, Plumbing or Carpentry
- Current NSW Driver Licence
- Current (or the ability to gain) NSW Forklift Operator's Licence

## 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	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Behave in an honest, ethical and professional way</li><li>• Build understanding of ethical behaviour</li><li>• Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation</li><li>• Speak out against misconduct and illegal and inappropriate behaviour</li><li>• Report apparent conflicts of interest</li></ul>	Foundational
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"><li>• Recognise the importance of customer service and understanding customer needs</li><li>• Help customers understand the services that are available</li><li>• Take responsibility for delivering services that meet customer requirements</li><li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li><li>• Show respect, courtesy and fairness when interacting with customers</li><li>• Recognise that customer service involves both external and internal customers</li></ul>	Foundational
 Results	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"><li>• Take responsibility for own actions</li><li>• Be aware of delegations and act within authority levels</li><li>• Be aware of team goals and their impact on work tasks</li><li>• Follow safe work practices and take reasonable care of own and others' health and safety</li><li>• Escalate issues when these are identified</li></ul>	Foundational

 Business Enablers	<b>Project Management</b>	<ul style="list-style-type: none"> <li>Follow government and organisational record-keeping requirements</li> </ul>	Foundational
	Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>Understand project goals, steps to be undertaken and expected outcomes</li> <li>Plan and deliver tasks in line with agreed project milestones and timeframes</li> <li>Check progress against agreed milestones and timeframes, and seek help to overcome barriers</li> <li>Participate in planning and provide feedback on progress and potential improvements to project processes</li> </ul>	

## 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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	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
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	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
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational