

# Role Description

## Land Services Officer



<b>Cluster</b>	Department of Regional NSW
<b>Agency</b>	Local Land Services
<b>Location</b>	Negotiable within Region
<b>Classification/Grade/Band</b>	Advisory and Technical Stream, LLS Grade 5
<b>Role Family</b>	Projects & Programs
<b>ANZSCO Code</b>	234399
<b>PCAT Code</b>	1119192
<b>Date of Approval</b>	May 2018 (updated July 2020)
<b>Agency Website</b>	<a href="http://www.lls.nsw.gov.au">http://www.lls.nsw.gov.au</a>

### 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, private native forestry and the Soil Conservation Service.

### Primary purpose of the role

This role delivers front line services to farmers and community that help them manage our landscapes to be healthy and productive including the provision of natural resource management and agricultural productivity information, advice and extension services; management of natural resource management and agricultural productivity projects; delivery of emergency planning, preparedness, response and recovery services; development of partnerships and collaboration; negotiation and resolution of natural resource management and agricultural productivity issues; and monitoring, evaluation, reporting and improvement of programs and projects.

### Key accountabilities

- Provide timely and effective frontline advisory and extension services
- Manage natural resource management and agricultural productivity projects, ensuring best-practice governance
- Collect and collate data, analyse information and provide accurate and appropriately balanced advice, reports and recommendations on natural resource management and agricultural issues
- Build partnerships and support collaboration to address natural resource management and agricultural productivity issues

- Support emergency management by assisting with activities to prevent, prepare for, respond to and recover from emergencies
- Support the implementation of relevant legislation and policy

## Key challenges

- Delivering integrated services in a complex team and business environment while balancing a range of conflicting and competing priorities and projects in an environment of high workload, rigorous accountability, strict deadlines and high community expectations
- Managing conflicts between natural resource users and negotiating solutions to complex natural resource management and agricultural productivity issues
- Performing field work such as inspections and assessments in all conditions and terrains, including in emergency response situations

## Key relationships

Who	Why
<b>Internal</b>	
Team Leader and Senior Management	<ul style="list-style-type: none"> <li>• Receives direction and support in the development and implementation of LLS programs</li> <li>• Provides advice and recommendations to resolve natural resource management and agricultural issues and improve LLS programs</li> </ul>
Senior Land Service Officers and Land Service Officers	<ul style="list-style-type: none"> <li>• Seek and provide advice and support and work as a team to develop and implement LLS programs</li> </ul>
<b>External</b>	
Farmers, land managers, community groups, industry groups, government organisations	<ul style="list-style-type: none"> <li>• Delivers natural resource management, agricultural productivity, biosecurity and emergency management services and provides information and support</li> <li>• Facilitates collaboration to resolve natural resource management and agricultural productivity issues</li> </ul>

## Role dimensions

### Decision making

Together with the supervisor they are responsible for making daily decisions in order to meet the requirements of the role.

### Reporting line

Team Leader

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- Knowledge and understanding of agricultural, environmental, natural resource management, biosecurity and emergency management issues
- Ability and willingness to undertake a police check and medical clearance
- Current NSW Driver Licence and the ability and willingness to travel

## 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>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
 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>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept

	<p><b>Work Collaboratively</b></p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>• Build a supportive and cooperative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes that were achieved by effective collaboration</li> <li>• Engage other teams and units to share information and jointly solve issues and problems</li> <li>• Support others in challenging situations</li> <li>• Use collaboration tools, including digital technologies, to work with others</li> </ul>	Intermediate
 <p>Results</p>	<p><b>Deliver Results</b></p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own work and that of the team or unit</li> <li>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>• Identify any barriers to achieving results and resolve these where possible</li> <li>• Proactively change or adjust plans when needed</li> </ul>	Intermediate
	<p><b>Demonstrate Accountability</b></p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> <li>• Be proactive in taking responsibility and being accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about own and others' application of these practices</li> <li>• Be aware of risks and act on or escalate risks, as appropriate</li> <li>• Use financial and other resources responsibly</li> </ul>	Intermediate
 <p>Business Enablers</p>	<p><b>Project Management</b></p> <p>Understand and apply effective planning, coordination and control methods</p>	<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>	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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	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	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 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	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate