

Role Description

Compliance Investigations Officer (Biosecurity Response)



Department of
Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Department of Primary Industries / Biosecurity and Food Safety / Compliance
Location	Negotiable
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	599599
PCAT Code	1119192
Date of Approval	June 2023
Agency Website	www.dpi.nsw.gov.au

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, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

Primary purpose of the role

Prepare and respond to the NSW Varroa mite incursion and other biosecurity emergency responses through targeted compliance and enforcement activities. Take responsibility for the investigation and management of compliance and enforcement across a variety of industry sectors by developing targeted compliance operations, and leading special investigations and high level enforcement action in response to serious, complex, or sensitive matters including complaints arising from the emergency response and breaches of statutory notices, instruments and orders issued to control the spread of the emergency biosecurity matter and contribute to the achievement of the agency objectives.

Key accountabilities

- Contribute to the Department's ongoing Varroa mite program and other biosecurity emergency responses by undertaking a range of high level compliance and enforcement activities to ensure

industry and community compliance with all facets of the relevant Acts, Regulations, standards and codes of practices in accordance with the objectives of the Department

- Lead and assist with special investigations into breaches of relevant legislation and exercise a high degree of judgement, applying an objective, evidence and risk-based approach to enable effective, timely and proportionate enforcement action that complies with departmental policies, procedures and protocols
- Provide clear, accurate, straightforward, and timely information, advice, and assistance to businesses, emergency response partners and engage with industry stakeholders to facilitate compliance.
- Work in close collaboration with other compliance officers across operational units to ensure that regulatory services and compliance activities are undertaken in an effective, efficient and consistent manner, in accordance with to the Branch work program
- Lead and work as part of a team to research, develop and conduct, a range of compliance projects and programs that contribute to the implementation of Compliance Unit strategies and achievement of departmental objectives through delivering high quality outcomes on time and within budget
- Provide high level, accurate, timely and appropriate information, technical advice, briefings, recommendations, and reports to inform decision making by the Manager, Compliance Investigations, industry stakeholders, emergency response partners and Executive management.

Key challenges

- Interpreting and managing conflicting interests of multiple stakeholders both internal and external, and applying a high degree of judgement when exercising statutory powers and taking enforcement action
- Responding promptly and effectively, often at short notice, to rapidly evolving issues and emerging noncompliance that can be highly emotive and eliciting unpredictable media attention using a high degree of judgment, conflict management, client engagement and communication skills to achieve a successful outcome
- Managing and prioritising workload to ensure delivery of quality outcomes and services within an environment where there are tight deadlines, competing demands for services and high volume.

Key relationships

Who	Why
Internal	
Manager, Compliance Investigations Senior Compliance Investigations Officer	<ul style="list-style-type: none"> • Receive guidance and direction on tasks including priorities • Discuss work allocated, providing updates on key issues and progress. • Escalate issues as appropriate.
Agency staff	<ul style="list-style-type: none"> • Support other officers in fulfilling departmental objectives in accordance with the Compliance Unit work plan • Gather and disseminate operational information and data as required informing operational objectives
Director Biosecurity & Food Safety Compliance	<ul style="list-style-type: none"> • Provide quality technical information and advice on compliance issues • Work with senior management to fulfil strategic objectives by undertaking functions and activities in an effective and efficient manner in accordance with policies and procedures

Who	Why
External	
Other NSW Government agencies	<ul style="list-style-type: none"> • Represent the Compliance Unit in the business of government
Industry and Community Stakeholders	<ul style="list-style-type: none"> • Provide and obtain information to resolve compliance issues • Report on compliance projects and outcomes to Industry stakeholders • Negotiate required outcomes and timeframes, develop and maintain working relationships

Role dimensions

Decision making

The role acts with considerable autonomy under the overall direction of the Manager and within the constraints of relevant strategies, policies, agency objectives, procedures and legislation. The role requires decisions to be made about compliance and enforcement options that are appropriate in the circumstances and are consistent with Departmental and NSW Government policy and reflect a process of escalation that is proportionate to the risk.

Reporting line

Manager, Compliance Investigations

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Experience in undertaking compliance and enforcement action in a regulatory environment

Essential requirements

- Current Class C NSW Driver Licence
- Ability and willingness to travel throughout NSW and interstate as required; and work outside normal working hours to achieve outcomes at short notice to deal with a range of issues.

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	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate





	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 • Cooperate across work areas to improve outcomes for customers 	Intermediate
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • 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
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	Adept

	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> 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
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate