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| **Portfolio** | Primary Industries & Regional Development |
| **Department/Agency** | Department of Primary Industries and Regional Development |
| **Division/Branch/Unit** | NSW Resources |
| **Location** | Regional NSW |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 30 June 2015 (updated March 2025) |
| **Agency Website** | www.dpird.nsw.gov.au |

Agency overview

The Department of Primary Industries and Regional Development (DPIRD) is the department dedicated to growing primary industries and supporting regional economic development to deliver long term benefits to the state. Our focus is to protect, support and develop our primary industries, mining sector, and regions.

DPIRD brings together Agriculture; Biosecurity; Forestry and Fishing; Local Land Services; NSW Resources; Regional Development and Delivery; the Regional Growth NSW Development Corporation; NSW Public Works and Soil Conservation Service.

We have nearly 5,000 employees, with almost 80 per cent of us living and working in regional NSW.

NSW Resources sets strategic policy for the state’s mineral and energy resources, gathers, analyses and disseminates geoscientific information, and assesses and determines applications for mineral and petroleum titles for exploration activities and extractive uses. NSW Resources is committed to delivering strong and quality outcomes, with the vision of our minerals and petroleum resources generating prosperity for the people of NSW.

Primary purpose of the role

Assess applications for mineral claims, opal prospecting licenses and other forms of titles in accordance with legislation and policy to ensure secure and valid titles are granted and all associated dealings are compliant, accurate and conducted in a timely manner.

Key accountabilities

* Apply sound analytical methodologies to assess and process application dealings for mineral claims and opal prospecting licenses, ensuring compliance with mining legislation and departmental procedural requirements, and conduct the necessary analysis of potential land use conflicts.
* Provide professional, timely and accurate customer service information in response to face-to-face, telephone or electronic enquiries from the community, industry and other government agency stakeholders
* Prepare letters, invoices, requests for information and approvals associated with the processing of title applications, and update and maintain corporate information systems including the ServiceNow.
* Receipt, allocate and process refunds in accordance with Departmental policy and procedures.
* Contribute to the implementation of best practice systems and processes.
* Provide general administration support to the unit, including procurement support, petty cash and front counter responsibilities, asset administration and reporting and correspondence support.

Key challenges

* Ensuring the adequacy and compliance of all forms and supporting information submitted.
* Delivering timely and accurate responses whilst balancing tight and competing deadlines, high work volumes and conflicting demands.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Team Leader | * Receive technical direction and guidance; exchange information; provide input.
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| Team | * Work collaboratively with team members.
* Share information and encourage contribution of ideas to improve outcomes.
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# Role dimensions

## Decision making

* Sets own day to day work priorities to achieve deadlines and makes day to day decisions around the
renewal of mineral claims and licenses.
* Processes claims/titles applications in accordance with the Mining Act (1992) and other relevant
legislation, precedent, legal advice and relevant Government and Department policies and procedures.
* Prepares and undertakes services independently referring to the Team Leader where there are more
complex claim issues or the need to interpret policy.

## Reporting line

Manager Small Scale Titles

## Direct reports

Nil

## Budget/Expenditure

Nil

Key knowledge and experience

* An understanding of the exploration and mining industries in NSW including the application and approval process for exploration and mining titles in NSW.

Essential requirements

* Compliance with pre-employment probity screening is mandatory and a condition of engagement

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 | Represent the organisation in an honest, ethical and professional waySupport a culture of integrity and professionalismUnderstand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conductRecognise and report misconduct and illegal and inappropriate behaviourReport and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| Personal attributes | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Focus on key points and speak in plain EnglishClearly explain and present ideas and argumentsListen to others to gain an understanding and ask appropriate, respectful questionsPromote the use of inclusive language and assist others to adjust where necessaryMonitor own and others’ non-verbal cues and adapt where necessaryWrite and prepare material that is well structured and easy to followCommunicate routine technical information clearly | Intermediate |
| **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experienceSupport a customer-focused culture in the organisationDemonstrate a thorough knowledge of the services provided and relay this knowledge to customersIdentify and respond quickly to customer needsConsider customer service requirements and develop solutions to meet needsResolve complex customer issues and needsCooperate across work areas to improve outcomes for customers | Intermediate |
| Personal attributes | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | Plan and coordinate allocated activitiesRe-prioritise own work activities on a regular basis to achieve set goalsContribute to the development of team work plans and goal settingUnderstand team objectives and how own work relates to achieving these | Foundational |
| **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Be proactive in taking responsibility and being accountable for own actionsUnderstand delegations and act within authority levelsIdentify and follow safe work practices, and be vigilant about own and others’ application of these practicesBe aware of risks and act on or escalate risks, as appropriateUse financial and other resources responsibly | Intermediate |
| Personal attributes | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasksUse available technology to improve individual performance and effectivenessMake effective use of records, information and knowledge management functions and systemsSupport 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.

| COMPLEMENTARY CAPABILITIES |
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| **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 | 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 |
|  | 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 |
|  | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Foundational |
|  | 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 |