

Role Description

Heritage Officer



Agency	Department of Primary Industries and Regional Development
Division/Branch/Unit	NSW Public Works
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	511112
PCAT Code	1339192
Date of Approval	August 2021 (updated August 2024)
Agency Website	www.dpird.nsw.gov.au or www.publicworks.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 and 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 living and working in regional NSW.

NSW Public Works plays a significant role in the development of our state, our regions, and our infrastructure and associated industries, by supporting local and state government agencies to deliver critical infrastructure initiatives. We do this by providing expert advisory services; planning, design and delivery management; sustainability, asset management and support services. Our work is in community facilities, hospitals, dams, water treatment plants, housing and high schools – the real foundations of prosperous communities. Every day we help shape the ambitious projects that bring progress to more people in NSW. From forging a more sustainable relationship with the land around us, to engineering the big ideas of the future. In every challenge we see the chance to build stronger and more connected communities.

Primary purpose of the role

Support and assist the Heritage, Environment & Planning Group in a range of high-quality built heritage client and business support services to contribute to the efficient delivery of business operations and service delivery. The role works in a fee for service, consultancy environment as part of the HEP team.

Key accountabilities

- Provide support and contribute to the advisory and project delivery services for the program of works by HEP.
- Assist with a range of business and administrative functions to contribute to the efficient operation of the HEP office including finance monitoring and reporting, and records management.
- Assist with site, business meetings and events by making appointments, taking minutes, and photographic recording of construction works and lodging consent applications.
- Provide support to the heritage specialists and business manager within HEP with regard to client agencies and service providers by responding to incoming enquiries, providing information and referring enquiries in an effective and responsive manner.
- Provide assistance to senior staff in the following technical functions:

- Heritage conservation services
- Heritage document content and presentation
- Procurement of consultant services
- Heritage Assets management, Database and HAMS,
- Maintain documents of current relevant legislation, policies, procedures and guidelines to ensure the compliance with regulatory requirements including procurement and contract management.

Key Challenges

- Assist the Procurement Officer in the establishment and maintenance of a Heritage Services prequalification scheme for specialist heritage consultants.
- Plan and prioritise their own work and assist senior staff in a high-volume business environment to meet conflicting and critical deadlines in order to maintain a high-quality output, time critical output, with input as needed from supervisor.
- Assist in providing accurate and timely information and advice to management and staff whilst maintain compliance and consistency with departmental policies and procedures and legislative requirements.

Key relationships

Who	Why
Internal	
Supervisor	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise, receive guidance and instructions.
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed and advise corrective action to be undertaken if required. • Participate in discussions and decisions regarding implementation of innovation and best practice.
Work team	<ul style="list-style-type: none"> • Consult and collaborate to achieve business and team objectives. • Participate in meetings to share information and provide input on issues.
Internal Stakeholders	<ul style="list-style-type: none"> • Liaise with internal stakeholders to achieve the delivery of professional, high quality and timely customer service.
External	
External Vendors/Service Providers	<ul style="list-style-type: none"> • Contact to provide and gather information and resolve routine issues.

Role dimensions

Decision making

The role makes decisions and acts independently with regards to core administrative duties that are routine in nature, provided the decisions accord with relevant legislation, department policy and the assigned business unit priorities.

Reporting line

Reports to the Senior Heritage Architect

Direct reports

This position has no direct reports.

Budget/Expenditure

The position needs to work within negotiated and agreed budget parameters as per the DPIRD / NSW PW Delegations Manuals.

Key knowledge and experience

- Experience in heritage building conservation matters and related project delivery involvement.
- Knowledge and experience in completing technical, heritage conservation and administrative tasks in consultation with relevant team members, as appropriate, and in accordance with priorities as directed by their immediate supervisor
- Ability to work independently and understand when to consult with the manager where clarification of highest priorities is required or where problems cannot be resolved by standard practice
- Exercise independent judgement in responding to general enquiries from colleagues, customers and consultants providing information or referring to other team members as appropriate. Difficult or non-routine enquiries are referred to the appropriate person.
- Experience in TRIM records management and MSP Database management
- Proficient CAD skills to document project works, amend documents.
- Basic skills to assess, scope and specify heritage and building works with direction as required.
- Undertake supporting heritage business administration tasks to acquire whole of business knowledge and acumen.
- High level knowledge, capability and experience in Microsoft applications including Word, Excel, PowerPoint, and other applications for general business and presentation matters.

Essential requirements

- Degree in architecture or building related fields.
- A valid NSW Driver's license and willingness to drive to remote locations which may include overnight stays.

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.


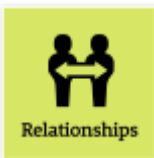
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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	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">• Tailor communication to diverse audiences• Clearly explain complex concepts and arguments to individuals and groups• Create opportunities for others to be heard, listen attentively and encourage them to express their views• Share information across teams and units to enable informed decision making• Write fluently in plain English and in a range of styles and formats• Use contemporary communication channels to share information, engage and interact with diverse audiences
	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
	Deliver Results	<ul style="list-style-type: none">• Seek and apply specialist advice when required	Intermediate

FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural indicators	Level
	Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
	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.

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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	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	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational