

Role Description

Land Services Officer

Cluster	Planning, Industry & Environment
Agency	Local Land Services
Location	Negotiable with Region
Classification/Grade/Band	Advisory and Technical Stream, LLS Grade 5
Role Family	Projects & Programs
ANZSCO Code	234399
PCAT Code	1119192
Date of Approval	May 2018 (updated August 2019)
Agency Website	www.lls.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources of land, water and mining, energy, and growing our industries. There is a strong emphasis on regional NSW.

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 Services.

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

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 applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act With Integrity	Intermediate	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay 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 Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Foundational	<ul style="list-style-type: none">• Plan and deliver tasks in line with agreed schedules• Check progress against schedules, and seek help to overcome barriers• Participate in planning and provide feedback about improvements to schedules