

Role Description

Land Services Support Officer - Aboriginal Projects



Cluster	Department of Regional NSW
Agency	Local Land Services
Division/Branch/Unit	Regions
Location	Buronga
Classification/Grade/Band	LLS Grade 3 Administrative & Clerical
Role Family	Bespoke/Projects & Programs/ Support
ANZSCO Code	531111
PCAT Code	1127292
Date of Approval	January 2020 (updated June 2020)
Agency Website	https://www.lls.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has 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.

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

The role supports the delivery of Western LLS programs and projects and the engagement of Aboriginal people and communities in Western LLS programs and projects, including due diligence assurance practices for Aboriginal Cultural Heritage. The role undertakes support activities to prevent, prepare for, respond to and recover from emergencies.

Key accountabilities

- Provide timely and effective project support for the implementation of effective targeted Aboriginal Cultural Heritage projects.
- Collaborate with LLS colleagues, Aboriginal partners and land managers to address natural resource management, biosecurity and agricultural productivity issues.
- Provide timely and effective support to Western LLS project teams to implement due diligence assurance practices for Aboriginal Cultural Heritage.
- Update and maintain records and databases to ensure that all information is accurate and that records are maintained in accordance with policies and procedures.

- Undertake support activities to prevent, prepare for, respond to and recover from emergencies.
- Communicate with relevant stakeholders to provide updates regarding project status, activities and implementation issues.
- Maintain an understanding of current LLS programs and activities to deliver an effective customer focused service.

Key challenges

- Maintaining cultural awareness and sensitivity to respective multiple Aboriginal communities within the region and managing cultural sensitivities when liaising with multiple community groups.
- Building and maintaining a high degree of trust with Aboriginal communities while managing community expectations and multiple stakeholder priorities.
- Delivering an integrated service and balancing role requirements in a team and business environment which is technically complex, often unpredictable and fast moving and where immediate requirements can take precedence over planned activities to ensure the delivery of effective projects.

Key relationships

Who	Why
Internal	
Team leader and senior managers	<ul style="list-style-type: none"> • Receive guidance and escalate issues
Senior Land Services Officer (Aboriginal Communities)	<ul style="list-style-type: none"> • Receive day to day guidance and advice in the delivery of job functions
LLS Staff	<ul style="list-style-type: none"> • Work collaboratively with staff to carry out tasks across multi-disciplinary functions including biosecurity, Natural Resource Management, agricultural productivity projects and targeted Aboriginal Cultural Heritage projects
External	
Aboriginal Community Groups	<ul style="list-style-type: none"> • Assist in the facilitation of collaboration between Aboriginal community groups and the LLS • Provide assistance with regard to accessing LLS services and advice
Stakeholders and investors	<ul style="list-style-type: none"> • Seek and provide data and information and deliver support in partnerships to achieve LLS objectives
Service providers and contractors	<ul style="list-style-type: none"> • Liaise with service providers and contractors to ensure services are provided in accordance with contract deliverables
Other government agencies	<ul style="list-style-type: none"> • Seek and provide information to address customer knowledge gaps and support best function practice

Role dimensions

Decision making

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

Reporting line

Senior Land Services Officer – Aboriginal Communities

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Applicants must be of Aboriginal descent through parentage, identification as being Aboriginal and accepted in the community as such. Aboriginality is a genuine occupational qualification and is authorised under Section 14(d) of the Anti-Discrimination Act 1997
- Experience in engaging with Aboriginal communities.
- Ability to undertake training and obtain certifications for the application of chemicals in the course of pest management activities.
- Current NSW Class C Drivers Licence
- 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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing assigned work activities • Look for opportunities to learn and develop • Reflect on feedback from colleagues and stakeholders 	Foundational
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep the team and supervisor informed of work tasks • Use appropriate approaches, including digital technologies, to share information and collaborate with others 	Foundational
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these 	Foundational
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Understand project goals, steps to be undertaken and expected outcomes • Plan and deliver tasks in line with agreed project milestones and timeframes • Check progress against agreed milestones and timeframes, and seek help to overcome barriers • Participate in planning and provide feedback on progress and potential improvements to project processes 	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	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	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
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	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
	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	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational