Role Description
Food Incident Response and Complaints Officer

NSW GOVERNMENT | Department of Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	DPI / Biosecurity and Food Safety / Compliance
Location	Newington
Classification/Grade/Band	Food Safety Officer Grade 1-3
Role Family (internal use only)	Bespoke/ Regulation and Compliance/Deliver
ANZSCO Code	251311
PCAT Code	1119192
Date of Approval	April 2019 (updated November 2020; and November 2022)
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 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.

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 impacting primary industries and the food sector.

Primary purpose of the role

The primary purpose of the role is to undertake investigations into incidents relating to food. As part of those investigations evidence, such as food samples are collected for analysis, and foodborne illness data gathered in accordance with NSW DPI 's established protocols and practices. The position also inspects food premises, prepares reports and makes recommendations regarding breaches of the food legislation and initiates appropriate enforcement action to achieve compliance. The role provides information and advice to food businesses on food safety related issues, including training and assessment of industry competencies. The role also supports DPI response to local, state and national emergencies in accordance with NSW DPI policy.

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Key accountabilities

- Conduct inspections of NSW based food businesses, food complaint investigations, strategic projects, and foodborne illness outbreak investigations to a high service level and in a timely fashion with NSW DPI policy and procedures
- Collect food samples, analyse relevant data, identify causal factors associated with complaints, incidents and outbreaks, initiate appropriate enforcement action to minimise food safety risk and address non-compliance
- Provide accurate, timely, and appropriate information, advice, recommendations and reports to industry stakeholders, NSW DPI staff and management
- Maintain a good knowledge and understanding of food safety principles, food technology, food microbiology, food legislation, food industry issues and trends, including the ability to competently use new technology
- Maintain accurate records in accordance with NSW DPI Policy
- Participate in emergency preparedness and response activities including training and preparedness exercises as required.
- Responding at short notice to priority incidents and making timely, evidence-based decisions that safeguard the NSW community.

Key challenges

- Managing priorities to ensure delivery of quality outcomes and services within an environment where there are tight deadlines, diverse issues, high volume and adapting in a rapidly changing environment,
- Communicating effectively with internal and external stakeholders, including the need to effectively manage confrontational situations with regulated businesses relating to often sensitive and emotive regulatory issues.
- Maintaining a sound working knowledge of NSW DPI policies and procedures

Key relationships

Who	Why
Internal	
Manager and Senior Food Incident Response and Complaints Officer	• Provision of quality technical information and advice on compliance issues and investigations
Team	• Facilitate the conduct of effective and efficient investigations.
External	
Food Industry	• Monitor and assess compliance with the Food Act 2003 and associated regulations • Provide information, advice and/or initiating appropriate enforcement action to rectify potential food safety issues

Role dimensions

Decision making

The position is expected to make decisions in relation to priority setting and in the day to day application of operational policy, procedures, and legislation in accordance with NSW DPI objectives.

Reporting line

The Food Incident Response & Complaints Officer role reports to the Manager, Food Incident Response & Complaints Unit.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Very good knowledge of food safety principles, food technology, and food microbiology
- Sound knowledge of food production, food processing and food legislation

Essential requirements

- Tertiary qualifications in Science or Food Technology, or a related discipline.
- Current NSW Driver Licence with a willingness to travel throughout NSW as required, including periodically working outside normal hours to achieve outcomes.

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.
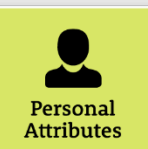
FOCUS CAPABILITIES

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	• 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	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• 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	• Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers • Recognise that customer service involves both external and internal customers	Foundational
	Deliver Results	• Seek and apply specialist advice when required	Intermediate

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Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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	
	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 actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security	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	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

Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
Business Enablers	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