

Role Description

Team Leader, QHSE

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Soil Conservation Service
Classification/Grade/Band	Departmental Officer 9/10
ANZSCO Code	132111
PCAT Code	1127292
Date of Approval	September 2023
Agency Website	www.scs.nsw.gov.au

Agency overview

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

NSW Soil Conservation Service is part of the Department of Regional NSW and supports local, state and commonwealth government agencies to build and rehabilitate the Australian environment by providing specialist end-to-end services in environmental consulting, conservation earthworks, program management, project delivery and support services.

Primary purpose of the role

Manage and deliver Quality, Health, Safety & Environment (QHSE) systems and activities including business systems, policies and procedures relating to all aspects for the SCS business through the integrated management system. Provide internal customer support and reporting and implement efficient and effective operational processes to achieve customer and SCS priorities.

Key accountabilities

- Manage and oversee the day-to-day performance of a team working with the business to provide a high standard of service delivery, ensuring corporate objectives, business and administrative systems, audit protocols, processes, and policies, including customer needs are met which ensures compliance with agency requirements.
- Develop and manage high quality internal and external working relationships, networks, and stakeholder relationships through effective communication, negotiation and issues management to ensure the timely and effective resolutions of issues.
- Manage the team, ensuring compliance with people, governance and quality requirements, to help improve employee engagement and successfully deliver corporate objectives.
- Research, analyse and implement best practice business processes and practices to identify

efficiency improvements and ensure the operations deliver the most effective and efficient business outcomes.

- Contribute to the development of and implement strategies to maximise and coordinate business performance, manage risk and drive process and governance improvements across all aspects of financial support, procurement, program and project delivery.
- Manage and coordinate the collection and collation of information on SCS performance for the Leadership Team.

Key challenges

- Balancing a range of competing and conflicting priorities and initiatives in a high volume and customer-focused working environment.
- Developing and implementing systems, policies, and practices to minimise risks to SCS with regard to business processes and activities, while providing leadership of the delivery of integrated services in a complex team and business environment.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Receive guidance and provide regular updates on key projects, issues and priorities.• Provide advice and contribute to decision making• Identify emerging issues/risks and their implications and propose solutions.
SCS Leadership Team	<ul style="list-style-type: none">• Provide routine and high-level advice and recommendations in relation to the delivery and ongoing efficiency of Business Performance operations.
Direct reports	<ul style="list-style-type: none">• Guide and manage performance, support, coach and mentor team members, working collaboratively to contribute to achieving team outcomes.
Stakeholders/Clients	<ul style="list-style-type: none">• Manage and maintain effective relationships and open channels of communication.• Provide expert advice on project and program related matters.• Report and provide updates on projects and programs.• Manage expectations and provide services.
External	
Stakeholders/Customers	<ul style="list-style-type: none">• Provide expert advice on project and program related matters.• Report and provide timely updates and reports on projects and programs.• Engage and consult in the resolution of issues.

Role dimensions

Decision making

The role:

- Has autonomy to manage the team and make day to day decisions.

- Manages and allocates the resources of the team to ensure key deliverables and outcomes are met
- Coordinates team activities and responses within the accountabilities of the role and departmental policies and procedures
- Recommends systems and process changes to improve service delivery and business functionality.

Reporting line

Executive Director SCS, or member of the Strategic Leadership Team

Direct reports

Roles reporting to the Team Leader QHSE include:

- IMS Coordinator
- Safety Officer

Budget/Expenditure

Nil

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.

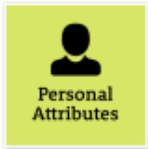
The capabilities are separated into focus capabilities and complementary capabilities

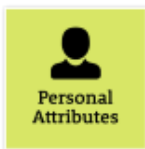
Focus capabilities

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	<ul style="list-style-type: none"> • 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

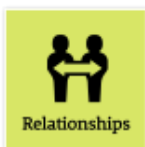


Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

- 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

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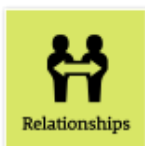


Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

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Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- Negotiate from an informed and credible position
- Lead and facilitate productive discussions with staff and stakeholders
- Encourage others to talk, share and debate ideas to achieve a consensus
- Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
- Influence others with a fair and considered approach and sound arguments
- Show sensitivity and understanding in resolving conflicts and differences
- Manage challenging relationships with internal and external stakeholders
- Anticipate and minimise conflict

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Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

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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

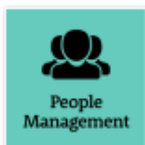


Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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Manage and Develop People

Engage and motivate staff, and develop capability and potential in others













- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks

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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.

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	Adept
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	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	Intermediate
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate