

Role Description

Maintenance Officer



Cluster	Planning & Environment
Agency	Environment, Energy & Science
Division/Branch/Unit	Jenolan Caves Reserve Trust
Location	Jenolan Caves
Classification/Grade/Band	Maintenance Officer
Role Number	JC148
ANZSCO Code	899311
PCAT Code	1332292
Date of Approval	February 2022
Agency Website	http://www.jenolancaves.org.au/

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Environment, Energy and Science (EES) Group within DPIE brings together a range of functions including national park management, biodiversity and conservation, climate change, sustainability, resilience and adaptation, renewable energy and energy security.

The Jenolan Caves Reserve Trust is a division within Environment, Energy and Science. The Jenolan Caves' mission is to connect its visitors with the unique natural & cultural heritage of Jenolan caves, and through that connection stimulate the urge to care for and protect all such special places. **Put simply: our mission is to protect and connect.**

The Jenolan Caves Reserve Trust is responsible for the care, control & management of the Jenolan Visitor Use and Services Zone. This is regarded as being both environmentally and culturally significant. The Visitor Use and Services Zone includes, but is not restricted to, Caves House, retail areas, kitchen areas, front office, staff and guest accommodation, walking tracks, maintenance areas and the Caves System.

Primary purpose of the role

The Maintenance Officer is responsible for the maintenance of assets and properties within the Visitor Use and Services Zone to ensure visitor comfort and safety is maintained at all times.

Key accountabilities

- Undertake a range of maintenance activities such as maintenance of plant and equipment, boilers and water softening plant, upkeep of public areas and walking tracks, mowing and whipper snipping, cleaning duties of public areas and rubbish disposal to maintain the properties to the required standard.
- Monitor water softening salts and LPG as required.
- Assist in all emergencies including to support the resolution of incidents within the Trust.
- Monitor and deliver wood supply within the caves house to ensure appropriate supply of wood for fires.
- Assist Trades Officers with various tasks, taking into account skills, knowledge and capabilities.
- Undertake janitorial duties as required.

Key challenges

- Delivering activities effectively ensuring the safety of persons whilst maintaining a clean and safe environment.
- Ensuring all work carried out will not compromise the integrity of the natural environment.
- Determining methods for the delivery of maintenance activities ensuring the application of safe practices and approaches.

Key relationships

Who	Why
Internal	
Manager/Supervisor	<ul style="list-style-type: none">• Receive guidance and support, provide advice and exchange information.
Staff	<ul style="list-style-type: none">• Provide guidance, support, exchange information and facilitate their professional development.
Work team/other staff	<ul style="list-style-type: none">• Work collaboratively to contribute to achieving business outcomes.• Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.
External	
Tour Participants, Visitors & Guests	<ul style="list-style-type: none">• Answer questions, promote the Jenolan Caves programs and objectives and seek feedback.• Ensure high standard of guest and customer service.
Stakeholders	<ul style="list-style-type: none">• Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives.

Role dimensions

Decision making

The role operates within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for the delivery of assigned work and is directed by its supervisor/manager on work priorities, complex issues and all matters requiring a higher authority to determine and resolve issues.

Reporting line

This role reports to the Conservation and Maintenance Manager.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Trades background such as carpentry, painting or fitting or equivalent handyman experience.
- Current class 'C' drivers licence.
- The incumbent of this role will be required to work a minimum of 26 weekends per year and seven public holidays per year.




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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	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 Manage Self	Foundational	<ul style="list-style-type: none"> Be willing to develop and apply new skills Show commitment to completing work activities effectively Look for opportunities to learn from the feedback of others
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> Understand the importance of customer service Help customers understand the services that are available Take responsibility for delivering services which meet customer requirements

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology
People Management Manage and Develop People	Foundational	<ul style="list-style-type: none"> • Clarify work required, expected behaviours and outputs • Contribute to developing team capability and recognise potential in people • Give support and regular constructive feedback that is linked to development needs • Identify appropriate learning opportunities for team members • Recognise performance issues that need to be addressed and seek appropriate advice