

# 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 July 2019)
Agency Website	<a href="http://www.lls.nsw.gov.au">www.lls.nsw.gov.au</a>

### Agency overview

Local Land Services (LLS) was established in January 2014 to provide quality, customer- focused services to landholders and the community across New South Wales. The organisation brings together the agricultural advice, biosecurity, natural resource management, emergency services and Soil Conservation Service functions previously provided by 28 organisations into a single organisation comprising around 950 staff with a budget of approximately \$225 million.

LLS provide products and services that are strongly focused on meeting local customer needs, combined with the strength of being a single organisation governed by the Local Land Services Board. Eleven local regions, Sustainable Land Management and the Soil Conservation Service are responsible for local delivery. Each local region has a local board which is responsible for the oversight of day-to- day operations and local strategic direction in line with state priorities. The regions vary in geographic and organisational size and are supported by the state operations unit.

The Sustainable Land Management business unit provides regulatory services under the Biodiversity Conservation Act 2017 and the Soil Conservation Service is a commercial entity for environmental consulting and 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
<b>Internal</b>	
Team Leader and Senior Management	<ul style="list-style-type: none"><li>• Receives direction and support in the development and implementation of LLS programs</li><li>• Provides advice and recommendations to resolve natural resource management and agricultural issues and improve LLS programs</li></ul>
Senior Land Services Officers and Land Services Officers	<ul style="list-style-type: none"><li>• Seek and provide advice and support and work as a team to develop and implement LLS programs</li></ul>
<b>External</b>	
Farmers, land managers, community groups, industry groups, government organisations	<ul style="list-style-type: none"><li>• Delivers natural resource management, agricultural productivity, biosecurity and emergency management services and provides information and support</li><li>• Facilitates collaboration to resolve natural resource management and agricultural productivity issues</li></ul>

## 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](http://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
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Adept</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Foundational</b>

### 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
<b>Personal Attributes</b> Act With Integrity	Intermediate	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way</li> <li>Support a culture of integrity and professionalism</li> <li>Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering high quality customer-focused services</li> <li>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>Take responsibility and be accountable for own actions</li> <li>Understand delegations and act within authority levels</li> <li>Identify and follow safe work practices, and be vigilant about their application by self and others</li> <li>Be alert to risks that might impact the completion of an activity and escalate these when identified</li> <li>Use financial and other resources responsibly</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>Plan and deliver tasks in line with agreed schedules</li> <li>Check progress against schedules, and seek help to overcome barriers</li> <li>Participate in planning and provide feedback about improvements to schedules</li> </ul>