

Role Description

Field Officer General Operations



Cluster	Planning, Industry & Environment
Agency	Environment, Energy and Science
Division/Branch/Unit	National Parks & Wildlife Service
Location	Various
Classification/Grade/Band	Field Officer General Operations
Role Number	Generic
ANZSCO Code	899999
PCAT Code	1119192
Date of Approval	August 2016
Agency Website	https://www.dpie.nsw.gov.au/

Agency overview

The Planning, Industry and Environment Cluster brings together the functions from the former Planning & Environment and Industry Clusters.

The new Cluster will drive for greater levels of integration and efficiency across key areas such as long term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural field officer resources – land, water, mining – energy, and growing our industries. In particular, there will be a redoubling of emphasis on regional NSW.

Primary purpose of the role

Undertakes basic maintenance and cleaning of assets, park facilities and infrastructure within NPWS workplaces, parks and reserves including basic maintenance of walking tracks and trails; undertakes weed and fire management activities; operates and maintains minor plant and equipment and provides initial response to visitor enquiries.

Contributes to ensuring Environment, Energy and Science obligations and aims are met through the enhancement and preservation of the natural and cultural heritage values of parks. Performs works programs to ensure that the public has access to appropriately maintained and safe recreational facilities.

Key accountabilities

- Conducts basic maintenance and cleaning of visitor facilities, including lawns, cleared grounds, gardens, pathways, toilets, BBQs, shelters, picnic furniture, camping areas, short stay accommodation sites, visitor centres, parking areas, playgrounds, depots and offices to ensure safe use and to maintain asset condition
- Performs weed control tasks to protect park values and address potential impacts on park neighbours. This may involve the use of hazardous chemicals subject to training and certifications

- Conducts basic maintenance of roads, walking tracks, mountain bike and horse riding trails, including trimming vegetation, cleaning drains and culverts, and scheduled inspections of the condition of basic assets
- Collects rubbish, replenishes consumables and removes graffiti at picnic grounds, toilets, camping areas, short stay accommodation sites, visitor centres, parking areas, playgrounds, depots and offices and other infrastructure
- Participates as a crew member in hazard reduction and wildfire management, subject to training, experience and certifications. As part of a team, may be required to participate in basic incident responses
- Contributes to works programs including assisting in the transport and handling of materials and equipment, activation of advisory signs, basic asset inspections, and supports basic construction tasks
- Records and reports in a timely manner, any issue or incident impacting on the park or visitors, which may pose a potential risk. Responds to public questions about visitor facilities and provides advice on where visitors can access more detailed park information
- Operates and maintains minor plant and equipment including utility vehicles, whipper snippers, pressure washers, weed spraying units, chainsaws and conditionally licensed vehicles (excluding heavy plant)

Key challenges

- Ensuring all work is undertaken with a commitment to the agency's statutory obligations to care and maintain visitor facilities, park assets and the natural and cultural heritage values of parks
- All duties, including manual handling, are undertaken in accordance with the agency's safe working procedures and the Workplace Health and Safety Act
- May be required to work with a low level of supervision

Key relationships

Who	Why
Internal	
Supervisor	<ul style="list-style-type: none"> • Receive close guidance, provide input/information to the supervisor to assist in the determination of work priorities
Other field staff	<ul style="list-style-type: none"> • May be required to operate as part of a team of field staff including those from other operational areas
Other internal staff	<ul style="list-style-type: none"> • Primarily with other local NPWS staff on matters such as work programs • Often required to provide practical advice to other staff on a range of park use issues
External	
Park Visitors/General Public	<ul style="list-style-type: none"> • Provide information and advice to park visitors in respect to park facilities, park use and related issues to facilitate customer relations.
Other Government departments	<ul style="list-style-type: none"> • Liaise with officers of other government departments such as the Roads and Maritime Service, NSW Police, Rural Fire Service, Local Land Services and local councils as appropriate

Role dimensions

Decision making

Exercises limited delegated authority appropriate to level of knowledge, skills and experience to ensure appropriate use of agency facilities and the protection of natural and cultural resources.

Reporting line

Supervision of ordinary duties will be administered in the line of Senior Field Supervisor / Field Supervisor / Senior Field Officer.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current Drivers licence and ability to obtain 4wd certification within the probationary period (up to 12 months).
- Demonstrated ability and experience to carry out all duties safely and ability to obtain relevant SafeWork NSW certification to appropriately operate and maintain minor plant and equipment along with an ability and willingness to obtain a First Aid certificate.
- Certification, or ability to obtain certification within the probationary period (up to 12 months), to operate a chainsaw to crosscut standard; ability to operate two-way radio.
- Ability to carry out frontline firefighting duties and support roles including ability to obtain and maintain certification as a crew member within the probationary period, and a willingness to fly in light aircraft.

This is a physically demanding role, requiring heavy muscular activity, lifting, carrying, pushing and pulling loads, bending, climbing, and driving a variety of vehicles.

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

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 Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Foundational	<ul style="list-style-type: none">• Identify resources needed to complete allocated work tasks• Seek clarification when unsure of work tasks• 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