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| --- | --- |
| **Cluster** | Planning, Industry & Environment  |
| **Agency** | Environment, Energy and Science |
| **Division/Branch/Unit** | National Parks and Wildlife Services |
| **Location** | Various |
| **Classification/Grade/Band** | General Services Officer 3 |
| **Kind of Employment** | Ongoing |
| **ANZSCO Code** | 431211 |
| **Role Number** | Generic |
| **PCAT Code** | 1119192 |
| **Date of Approval** | July 2017 |
| **Agency Website** | [www.dpie.nsw.gov.au](http://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 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

Undertake maintenance, hygiene duties of the facilities, grounds and assist with customer service delivery.

# Key accountabilities

* Maintain and undertake repairs of grounds (including gardens and car parking areas) and visitor facilities (including pools, BBQ areas and walkways), camping sites (including cabins), buildings (including amenities/ laundry blocks) and other structures.
* Maintain and undertake general support duties across the park precinct which may include additional duties such as providing customer and accommodation services.
* Ensure regular maintenance of plant and equipment (including portable fire appliance) and ensure tools are sorted and stored neatly.
* Responsible for rubbish removal including hygiene duties and cleaning of facilities in accordance with standard procedures.
* When required assist with Park Use Fee collection, counting and reconciliation; sell shop merchandise, annual parks passes & accommodation bookings using a cash register, EFTPOS and Microsoft Word/Excel.
* Maintain facilities to provide safe access for visitors and staff, and to protect Environment, Energy and Science assets and report any damage to the Manager.
* Assist with the administration tasks of the Park including maintaining basic plant & equipment records, purchase and replace consumable items, maintain log sheets and attendance records.

# Key challenges

* Develop and prioritise daily work schedules within agreed guidelines and work programs, referring non-routine matters to the Supervisor for a decision and the ability to fit into a team situation and work routines.
* Sound time management and the ability to be flexible are valuable skills, especially in dealing in a sometimes unpredictable work environment with busy periods, particularly in high visitation times.
* Balance the delivery of maintenance and hygiene duties while assisting and providing support for customer service operations to ensure quality visitor experience outcomes within the operation.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Site/Area Manager/ Supervisors/Team Leaders | Provides management support, receive broad guidance, provide advice and exchange information.  |
| CED/NPWS Staff | Provide advice and professional support in respect to the application of bestpractice and policy in relation to appropriate operational duties. |
| **External** |  |
| Park visitors, members of the public, potential commercial operators | Advises on a wide variety of aspects of the operation of the organisation in accordance with established procedures. |

# Role dimensions

## Decision making

The role works under supervision on allocated tasks and has some capacity to negotiate work flow, assists supervisor with routine tasks and procedures but is required to use initiative within established

Policies and operational guidelines.

## Reporting line

The General Service Officer reports to the delegated Manager, Supervisor or Team Leader of the operation. At times the position will also report to other senior positions as directed.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential Requirements

1. Ability to obtain relevant Chemical Users certification.
2. Ability to obtain or current Senior First Aid certificate.
3. Demonstrated Experience in cash handling procedures with ability to operate EFTPOS facilities.
4. Current drivers licence.
5. Current working with children check.

**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](file:///%5C%5CDNS-323%5CVolume_1%5CClients%5C2014%5CFolk%5CPSC%5Cv16_12March2014%5Cwww.psc.nsw.gov.au%5Ccapabilityframework)

## 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** |
|  | Display Resilience and Courage | Foundational |
| Act with Integrity | Foundational |
| **Manage Self** | **Foundational** |
| Value Diversity | Foundational |
|  | Communicate Effectively | Foundational |
| **Commit to Customer Service** | **Foundational** |
| Work Collaboratively | Foundational |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Foundational |
| Plan and Prioritise | Foundational |
| **Think and Solve Problems** | **Foundational** |
| Demonstrate Accountability | Foundational |
|  | 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 | * 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 | * Understand the importance of customer service
* Help customers understand the services that are available
* Take responsibility for delivering services which 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
 |
| **Results**Think and Solve Problems | Foundational | * Find and check information needed to complete own work tasks
* Identify and inform supervisor of issues that may impact on completion of tasks
* Escalate more complex issues and problems when these are identified
* Share ideas about ways to improve work tasks and solve problems
* Suggest improvements to work tasks for the team
 |
| **Business Enablers**Project Management | Foundational | * Plan and deliver tasks in line with agreed schedules
* Check progress against schedules, and seek help to overcome barriers
* Participate in planning and provide feedback about improvements to schedules
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