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| **Cluster** | Planning, Industry and Environment |
| **Agency** | Department of Planning, Industry and Environment |
| **Division/Branch/Unit** | Environment, Energy and Science / National Parks and Wildlife Service |
| **Location** | Various |
| **Classification/Grade/Band** | Field Officer Grade 1-4  |
| **ANZSCO Code** | 899999 |
| **Role Number** | Generic |
| **PCAT Code** | 1119192 |
| **Date of Approval** | July 2018 (updated 9 February 2021) |
| **Agency Website** | www.dpie.nsw.gov.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.

**National Parks & Wildlife Service overview**

National Parks & Wildlife Service (NPWS) manages more than 870 national parks and reserves, covering over 7 million hectares or 9% of the landmass of NSW. We conserve and celebrate our biodiversity and cultural heritage and provide wonderful natural visitor experiences for the whole community to enjoy. We carry out plant and animal conservation, sustainable tourism and visitation, research, education, volunteering programs, and fire and asset management. We work together with Aboriginal communities to manage and protect our parks on behalf of the people of NSW.

# Primary purpose of the role

Undertakes construction, maintenance and improvements to park assets within NPWS parks and reserves, maintains heritage buildings and structures. Undertakes pest, weed and fire management activities including those in remote areas. Operates and maintains plant and equipment. Responds to visitor enquiries and may undertake compliance activities. Contributes to ensuring Environment, Energy & Science (EES) obligations and aims are met through the enhancement and preservation of the natural and cultural heritage values of parks. Performs works programs and conducts inspections of potential safety hazards to ensure that the public has access to appropriately maintained and safe recreational facilities.

# Key accountabilities

* Maintain and improve park assets including, but not limited to, visitor facilities, buildings, roads, fire trails, camping areas, accommodation facilities, parking areas, historic sites, and recreational infrastructure and fencing to ensure safe access and maintain asset condition.
* Perform pest and weed programs, including those in remote areas with minimal supervision, to protect park values and manage potential impacts on park neighbours, involving the use of pesticides, chemicals and firearms subject to training and certifications.
* Construct, install and monitor the condition of park assets including walking, mountain bike and horse riding tracks, roads, management trails and visitor facilities in accordance with relevant competencies and plans, specifications and guidelines.
* Conduct routine maintenance and servicing of parks and visitor facilities including rubbish removal, cleaning, hygienic duties, site preparation for events and traffic control.
* Perform fire management programs and participates in wildfire response at a level of crew member level or above to protect public safety, property and park values, subject to training and certifications. May be required to participate in incident responses.
* Perform rehabilitation, restoration and threatened species management programs to conserve and maintain park values and assets and undertake associated administrative activities and contributes to the collection and compilation of data that supports their role.
* Participate in visitor safety activities including search and rescue and events subject to training and certification.
* Operate and maintain potentially hazardous plant and equipment including hand tools, powered tools, spray units, water pumps, chainsaws, all-terrain vehicles, four-wheel drives and 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.
* Ensuring all duties including manual handling, are performed in accordance with the agency’s safe working procedures and the Workplace Health and Safety Act.
* Working alone or with a low level of supervision in certain circumstances and exercising initiative when working in remote locations, within agreed work programs.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Supervisor  | * Receive broad guidance, provide input/information to the supervisor to assist in the determination of work priorities.
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| Other field staff  | * May be required to operate in, or temporarily lead, a team with field staff including those from other operational areas.
* Provides on the job guidance and mentoring for less experienced field staff.
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| Other internal staff  | * Primarily with other staff within the Region/Area on matters such as work programs and priority setting.
* Often required to provide practical advice to other staff on a range of park use issues.
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| Contractors | * Guide contractors on specific projects and activities, to appropriate level of skills, knowledge and grade.
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| **External** |  |
| Park Visitors / General Public | * Needs to be well informed about the resources of the park and be able to communicate this to the public.
* Liaise with neighbouring properties and with providers of goods and services, to facilitate a better working relationship.
* Sensitivity to local cultural issues is especially required when communicating with Aboriginal communities.
* Provide information and advice to park visitors in respect to natural and cultural heritage, park facilities, park usage and related issues to facilitate customer relations.
* At times, may be required to collect campground fees and take bookings.
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| Other Government Departments | * 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.
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# Role dimensions

The Field Officer 3-4 role is contained within the FO1-4 classification and represents the highest progression steps in the classification. Subject to the competency requirements of the award, holders of the role will progress through the levels contained in this classification.

## Decision making

The role is expected to exercise delegated authority for compliance to appropriate level of knowledge, skills and experience as necessary to ensure appropriate use of agency facilities and the protection of natural and cultural resources. The role also makes decisions on a day to day basis regarding the utilisation of equipment to suit work needs.

## Reporting line

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

## Direct reports

Nil, may oversee field staff, contractors and volunteers in the delivery of specific projects or operations under supervisor’s direction.

## Budget/Expenditure

Not applicable

# Essential requirements

* A current drivers licence and four-wheel driving certification. An MR licence is required to progress to Grade 4.
* Demonstrated ability and experience to carry out all duties safely and ability to obtain relevant SafeWork NSW certification to appropriately operate and maintain a range of plant and equipment, including but not limited to conditionally registered vehicles, watercraft, lifting apparatus and road maintenance plant as well as the ability and willingness to obtain a First Aid certificate.
* Certification, or ability to obtain certification within the probationary period (up to 12 months) in operating a chainsaw to crosscut and basic tree felling 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 or higher, within the probationary period (up to 12 months), 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. Field Officer applicants must meet the requirements of a firefighting medical which is inclusive of a clearance to undertake frontline firefighting roles. The applicant must pass the task based fitness assessment to a moderate level within the probationary period (up to 12 months) and annually thereafter.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 |
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| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level**  |
|  | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Adapt existing skills to new situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth, and develop and apply new skillsSeek feedback from colleagues and stakeholdersStay motivated when tasks become difficult | Intermediate |
|  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Focus on key points and speak in plain EnglishClearly explain and present ideas and argumentsListen to others to gain an understanding and ask appropriate, respectful questionsPromote the use of inclusive language and assist others to adjust where necessaryMonitor own and others’ non-verbal cues and adapt where necessaryWrite and prepare material that is well structured and easy to followCommunicate routine technical information clearly | Intermediate |
| **Work Collaboratively**Collaborate with others and value their contribution | Build a supportive and cooperative team environmentShare information and learning across teamsAcknowledge outcomes that were achieved by effective collaborationEngage other teams and units to share information and jointly solve issues and problemsSupport others in challenging situationsUse collaboration tools, including digital technologies, to work with others | Intermediate |
|  | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | Identify the facts and type of data needed to understand a problem or explore an opportunityResearch and analyse information to make recommendations based on relevant evidenceIdentify issues that may hinder the completion of tasks and find appropriate solutionsBe willing to seek input from others and share own ideas to achieve best outcomesGenerate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Display familiarity and confidence when applying technology used in roleComply with records, communication and document control policiesComply with policies on the acceptable use of technology, including cyber security | Foundational |

# 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.

| COMPLEMENTARY CAPABILITIES |
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| **Capability group/sets** | **Capability name** |  | **Description** | **Level**  |
|  | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
|  | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective planning, coordination and control methods | Foundational |