Role Description
Plant Biosecurity Bee Response Surveillance Officer

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	DPI / Biosecurity and Food Safety / Plant Biosecurity and Product Integrity
Location	Various regional locations
Classification/Grade/Band	Clerk Grade 5/6
Role Family	Regulatory and Compliance
ANZSCO Code	599599
PCAT Code	1119192
Date of Approval	August 2022
Agency Website	www.dpi.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk-based approach to policy and compliance and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

Primary purpose of the role

Conduct surveillance activities to collect and confirm information in support of the incident action plan as part of a Plant Biosecurity Bee Response Program for efficient management and to minimise the impact on NSW primary industries, the environment and the community.

Key accountabilities

- To accurately collect and record surveillance data, according to the Plant Biosecurity Response plan
- Undertake and contribute to surveillance activities to collect information with regard to bee animal and plant pests

- Apply state and national policies and strategies for responding to emergency plant pest incursions
- Provide accurate advice to Department staff, industry and members of the public in an effective and timely manner that maintains or enhances the reputation of NSW plant biosecurity operations across the state

Key challenges

- Work independently as well as part of a team and prioritise tasks effectively
- Communicating information clearly, informatively and in a way that the target group can understand.
- The position is required to travel including overnight

Key relationships

Who	Why
Internal	
Plant Biosecurity Bee Response Surveillance Coordinator	• Receive guidance and direction on work to be completed including priorities • Discuss work allocated, providing updates on key issues and progress. Escalate issues as appropriate.
Internal stakeholders	• Ensure all tasks are completed in a timely manner • Contribute to a harmonised team environment by completing all assigned tasks and taking initiative to assist other team members that may require additional help
External	
Stakeholders	• Effectively interact with stakeholders to gather accurate surveillance data and meet response outcomes in a timely manner.

Role dimensions

Decision making

The role has a moderate level of autonomy and is accountable for delivering response objectives within the Plant Biosecurity Bee Response Program. The role requires prioritising tasks within the responsibilities of the role.

Reporting line

This role reports to the Plant Biosecurity Bee Response Program Surveillance Coordinator.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Complete required training to be appointed as an Authorised Officer under the *Biosecurity Act 2015* (NSW)
- Demonstrated knowledge of and experience in bee keeping and no known allergies to bees
- Attention to detail and understanding importance of completing surveillance activities according to protocol and on schedule
- Current NSW Class C Driver's License
- Ability and willingness to travel

Capabilities for the role

The NSW public sector 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.

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Behave in an honest, ethical and professional way • Build understanding of ethical behaviour • Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation • Speak out against misconduct and illegal and inappropriate behaviour • Report apparent conflicts of interest	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making	Adept

FOCUS CAPABILITIES

		• Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Intermediate
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Adept
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems	Adept

		• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	
Project Management Understand and apply effective planning, coordination and control methods		• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	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			
Capability group/sets	**Capability name**	**Description**	**Level**
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
Business Enablers	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