Role Description
Senior Land Services Officer

Cluster	Industry
Agency	Local Land Services
Location	Negotiable within Region
Classification/Grade/Band	Advisory and Technical Stream, LLS Level 6
ANZSCO Code	234399
PCAT Code	1119192
Date of Approval	2017
Agency Website	www.lls.nsw.gov.au

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 provides 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

The role delivers services to farmers and the community to 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; implementation of the *Native Vegetation Act 2003* and assessment of clearing applications; management of major natural resource management and agricultural productivity projects; delivery of emergency planning, preparedness, response and recovery services; development of major partnerships and collaboration; negotiation and resolution of complex natural resource management and agricultural productivity issues; provision of leadership and support to small project teams; monitoring, evaluation, reporting and improvement of programs and projects and contribute to strategic planning.

Key accountabilities

- Provide timely, effective and high quality frontline advisory and extension services to rural landholders and stakeholders, partners and industry groups.
- Manage natural resource management and agricultural productivity projects ensuring best-practice governance in line with LLS objectives and initiatives.
- Collect and collate data, analyse information and provide accurate and appropriately balanced advice, reports and recommendations on complex natural resource management and agricultural issues.
- Write reports and plans to a high level.
- Develop major partnerships and support collaboration to address complex natural resource management and agricultural productivity issues.
- Lead project teams and facilitate implementation of the Local Land Services Act 2013, Native Vegetation Act 2003 or other legislative responsibilities.

Key challenges

- Balancing a range of 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.
- Interpreting and applying relevant legislation, policy and procedures and performing field work such as inspections and assessments in all conditions and terrains, including in emergency response situations.

Key relationships

Who	Why
Internal	
Team Leader and Senior Management	• Receives direction and support in the development and implementation of LLS programs • Provides advice and recommendations to resolve complex natural resource management and agricultural issues and improve LLS programs
LLS staff	• Work in collaboration as a team to provide advice and expertise in the development and implementation of LLS programs
External	
Farmers/land managers/community groups/industry groups and Government organisations	• Delivers natural resource management, agricultural productivity, biosecurity and emergency management services. • Facilitates collaboration to resolve natural resource management and agricultural productivity issues.

Role dimensions

Decision making

With the support of the Team Leader, develops partnerships and projects, provides technical advice and recommendations for delivery of LLS service and programs.

Reporting line

Team Leader Land Services

Direct reports

Land Services Officers

Budget/Expenditure

Nil

Essential requirements

- A degree in agricultural, environmental, natural resource management, biosecurity and emergency management and/or equivalent level of industry knowledge and experience
- Current NSW Driver Licence 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

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
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Adept
	Project Management	**Adept**
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	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 Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Intermediate	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues