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| **Cluster** | Planning & Environment |
| **Agency** | Department of Planning and Environment |
| **Division/Branch/Unit** | Environment, Energy & Science/ National Parks and Wildlife Service / Flight Team |
| **Location** | TBA |
| **Classification/Grade/Band** | Pilot / Helicopter |
| **Role Number** | Generic |
| **ANZSCO Code** | 231114 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | February 2022 (updated from July 2016) |
| **Agency Website** | [www.dpie.nsw.gov.au](http://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.

The Environment, Energy and Science (EES) Group within DPE brings together a range of functions including national park management, biodiversity and conservation, climate change, sustainability, resilience and adaptation, renewable energy and energy security, waste management and resource recovery, and environmental and mine safety regulation. The work of the Group is supported by centres of excellence in science; policy and strategy; and data analytics and insights.

**National Parks & Wildlife Service overview**

National Parks & Wildlife Service (NPWS) is one of the world’s oldest and most respected national parks agencies. We manage more than 880 national parks and reserves, covering over 7.4 million hectares or 9.3% of the landmass of NSW ranging from rainforests and towering eucalypt forests to rich woodlands, spectacular deserts and precious alpine systems. We deliver effective conservation for our biodiversity and cultural heritage and provide world class visitor experiences for the whole community to enjoy. We carry out fire management, threatened species conservation, land and infrastructure management, sustainable tourism and visitation, and research and education programs. We work together with Aboriginal communities to manage and protect our parks on behalf of the people of NSW.

Primary purpose of the role

Pilot the helicopters to transport people and equipment and provide support to specific field operations of the EES (water bucketing, aerial incendiary work, aerial shooting, aerial application operations and observation).

The role may also be required to pilot helicopters to support the operation of other government agencies as approved. The role will operate across NSW with occasional operations interstate.

# Key accountabilities

* Support the Chief Pilot in ensuring flight operations are undertaken in a safe, cost effective manner that complies with EES, Air Operators Certificate, the Civil Aviation Act 1998 and associated Civil Aviation Safety Authority (CASA) orders and regulations
* Fly helicopters to provide transport and undertake field operations, in accordance with the programs approved by the Chief Pilot.
* Ensure all operations comply with the standards prescribed in CASA orders and regulations as well as EES policies and procedures, regularly update CASA documentation and amendments and maintain an up-to-date understanding of all new CASA regulations, orders and procedures.
* Develop flight plans for each flight to ensure the optimum use of resources (i.e. fuel and equipment) having regard aircraft capabilities and operating conditions which may be subject to unpredictable variations e.g. weather.
* Provide specialised aviation operations such as Aerial Application, water bucketing, winching people into remote areas, sling loads, fire spotting and or aerial photography for approved work programmes and emergency activities to ensure work and operations are achieved safely, effectively and efficiently.
* Conduct safety checks on the aircraft and perform minor maintenance, organise maintenance and repairs as approved by the Chief Pilot, in accordance with the manufacturer’s specifications and CASA orders and regulations.
* Ensure the aircraft and associated equipment is secure, functional and clean and prepared for service when required, often at short notice.
* Is responsible for the conduct, standards and activities of the Crewpersons whilst pilot in command of specific operations.

Key challenges

* Flying in marginal weather, fire-fighting and search and rescue operations can be challenging. When flying, solutions to problems are rarely straight forward and decisions need to be made solely by the role. The role may also be required to make quick decisions in critical situations, and in some circumstances (eg in an isolated location) organise and approve urgent repairs and maintenance.
* Occasionally ‘hirers’ or officers in charge of programs have operational demands which may pose a risk to safety and or may be contrary to aviation legislation, the role must apply sound judgement to consider alternative options and uses liaison and communication skills to negotiate changes to flight programs to provide the best outcome to all concerned.
* Operates in remote locations and must rely on own skills and abilities to solve problems. This work is often for extended periods (typically of about one week duration) regularly living away from home in isolated locations. This also includes operating within extreme temperature variations, temperatures can vary between minus 25 C to 40 C.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Discuss issues, seek guidance, keep informed, escalate issues if required, management of workload and to receive instruction and support * Working collaboratively with relevant managers to ensure that service delivery commitments are met. |
| Work Team / Other Internal staff | * Liaise with field staff for the purposes of sharing information and advice. * Liaise with staff at all levels within the organisation to determine task objectives, and provide advice on flight plans. * Work collaboratively to contribute to achieving the team's business outcomes |
| **External** |  |
| Aviation maintenance providers and avionic engineers and other technicians and Crewpersons | * Consult, advises and negotiates with maintenance organisations in relation to the aircraft and equipment, |
| CASA / Air Services Australia | * For air traffic control and information of weather conditions and navigation. |
| Rural Fire Service, Police and other emergency services agencies | * To coordinate fire-fighting and search and rescue activities |

# Role dimensions

## Decision making

Operates in remote locations and must rely on own skills and abilities to solve problems. This work is often for extended periods (typically of about one week duration) regularly living away from home in isolated locations.

Has ultimate command of the aircraft at all times. When flying, makes decisions in relation to flying operations in accordance with CASA orders and regulations, navigational issues, operating conditions and within the capabilities of the aircraft.

Sets flight plans, notifies passengers and makes organisational decisions to protect the safety of the aircraft, the passengers and those on the ground supporting the task.

Occasionally ‘hirers’ or officers in charge of programs have operational demands which may pose a risk to safety and or may be contrary to aviation legislation, the role must apply sound judgement to consider alternative options and uses liaison and communication skills to negotiate changes to flight programs to provide the best outcome

## Reporting line

Chief Pilot

## Direct reports

There are nil direct reports in the structure; however, the Pilot (Helicopter) has ‘Pilot in Command’ requirements and a pre-flight briefing role.

## Budget/Expenditure

Nil

Essential requirements

A Commercial Helicopter Pilots Licence and a minimum of 2000 hours total Rotary wing flying experience with the following minimums, 1000 hours Turbine helicopter experience, 500 hours Low flying experience, Night VFR and Sling Endorsement.

Knowledge of Air Operations in relation to fire management and mitigation as well as the ability to gain the essential requirements to undertake this role.

Experience and demonstrated ability in helicopter longline operations (100ft+)

An in-depth knowledge and experience in airwork operations that effect the agency.

Highly developed aviation skills particularly in remote terrain. The ability to work unsupervised and as part of a team in all aspects of the role.

## 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** |
| personal-attributes | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | Remain composed and calm and act constructively in highly pressured and unpredictable environments  Give frank, honest advice in response to strong contrary views  Accept criticism of own ideas and respond in a thoughtful and considered way  Welcome new challenges and persist in raising and working through novel and difficult issues  Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues | Advanced |
| personal-attributes | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | Keep up to date with relevant contemporary knowledge and practices  Look for and take advantage of opportunities to learn new skills and develop strengths  Show commitment to achieving challenging goals  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate and maintain a high level of personal motivation | 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  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 | Adept |
| results | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience  Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience  Seek contributions and ideas from people with diverse backgrounds and experience  Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness | Adept |
| results | **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Assess work outcomes and identify and share learnings to inform future actions  Ensure that own actions and those of others are focused on achieving organisational outcomes  Exercise delegations responsibly  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 own and others’ health and safety  Conduct and report on quality control audits  Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks | Adept |
| business-enablers | **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 | Intermediate |
| people-management | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes  Adjust performance development processes to meet the diverse abilities and needs of individuals and teams  Develop work plans that consider capability, strengths and opportunities for development  Be aware of the influences of bias when managing team members  Seek feedback on own management capabilities and develop strategies to address any gaps  Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way  Monitor and report on team performance in line with established performance development frameworks | Adept |

## 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.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| people-management | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| people-management | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| people-management | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |