|  |  |
| --- | --- |
| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Environment, Energy & Science / National Parks & Wildlife Service / Park Operations Division / Southern Ranges Branch |
| **Location** | Jindabyne |
| **Classification/Grade/Band** | DPO Grade 2 |
| **Role Number** | Generic |
| **ANZSCO Code** | 234311 |
| **PCAT Code** | 119192 |
| **Date of Approval** | September 2017 (updated June 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.

The Environment, Energy and Science (EES) Group within DPIE 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 Park & 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

Provide essential administrative, advisory, regulation and compliance services relating to public health matters required by NSW legislation and Department policy primarily within the Kosciuszko National Park Alpine ski resort areas.

Key accountabilities

* Undertake day-to-day compliance inspections to ensure statutory obligations are met, including preparing submissions of Australian Food Safety Assessment reports for each business inspected and written pool and spa inspection reports for each pool or spa inspected and coordinate an education program for Resort lessees and contractors to improve knowledge and ensure regulatory compliance.
* Prepare, implement and update Environmental Health Plans, provide environmental health inspection services, including water sampling, food and food preparation area inspections, and spa and swimming pool water inspections to ensure compliance with the National Parks & Wildlife Act 1974, Protection of Environment and Operations Act 1997, Local Government Act 1996, Food Act 2003 and the Public Health Act 2010.
* Investigate identified environmental health issues including complaints from the public, notifiable diseases, water and/or food borne outbreaks and referrals from state agencies including the maintenance of a risk management database on the status of public and environmental health in the Alpine ski resort areas.
* Initiate and participate in joint compliance activities with the NSW Health, NSW Food Authority and other agencies to ensure compliance with the legislation and licence conditions.
* Investigate identified environmental health issues including complaints from the public, notifiable diseases, water and/or food borne outbreaks and referrals from state agencies including the maintenance of a risk management database on the status of public and environmental health in the Alpine ski resort areas.
* Ensure relevant administrative policies and procedures maintained and adhered to and records are kept in accordance with audit requirements, compliance with legislation, Public Sector and OEH policies and procedures and service level agreements.

Key challenges

* Implementing effective governance, transparency and accountability processes in decision making and exercising the appropriate delegated authority under a range of NSW and Commonwealth legislation.
* Regularly working in isolated areas with difficult terrain.
* As the focus of the role is a regulatory one, there is a challenge to ensure adequate compliance is maintained, including both scheduled inspections and timely responses to reported compliance incidents/ alleged offences within seasonally operated businesses often which may have inexperienced staff.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive guidance and support and exchange information. |
| Other Staff | * Work collaboratively to contribute to achieving business outcomes. |
| **External** |  |
| External Stakeholders | * Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives. * Liaise and provide information as required to members of the public, operators of food premises and operators of public spa and pools on a variety of aspects of the operation of the work unit and organisation. |

# Role dimensions

## Decision making

The role operates with a high level of autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for quality, integrity and accuracy of the content of advice provided and all matters requiring a higher authority to determine and resolve issues.

## Reporting line

The role reports to a Team Leader, Resorts.

## Direct reports

Nil.

## Budget/Expenditure

Nil.

Essential requirements

* Bachelor of Applied Science (Environmental Health) or equivalent qualifications and/or equivalent experience.
* Demonstrated knowledge and experience undertaking environmental health related inspections and ability and willingness to apply enforcement action.
* Demonstrated knowledge and experience in developing, interpretation and implementing public health and environmental monitoring and reporting programs including programs dealing with matters such as water quality; food; public swimming pools and spa pools; pollution control; and environment protection.
* Current Australian Class C drivers licence, and an over-snow driver licence, with experience in the use of snowmobile and driving under snow and ice conditions, or the ability to acquire such skills and licence.

# 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 | | | | |
| --- | --- | --- | --- | --- |
| **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 situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult | Intermediate |
|  | **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 |
|  | **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 | Adept |
| **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 |
|  | **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  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |

# 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** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | 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 | Intermediate |