Role Description
Recovery Officer

Cluster	Planning, Industry and Environment
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Agriculture / Education
Location	Various
Classification/Grade/Band	Clerk Grade 7 / 8
ANZSCO Code	411711
PCAT Code	1119192
Date of Approval	December 2019
Agency Website	www.dpi.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

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, Agriculture (DPI Ag) leads agricultural industry development through extension, science and research, industry policy and regulatory compliance functions to foster sustainable and economic agricultural industries.

Primary purpose of the role

The role of Recovery Officer is a rural specialist who provides input to policy and works with farming communities impacted by adverse events by facilitating strategic capacity building activities such as linking, networking, community engagement, promoting wellness and encouraging preparedness.

Key accountabilities

- Identify and work in partnership with key stakeholders to develop strategies and projects that build the resilience of individuals and farming communities facing adversity (such as fires)
- Build and strengthen strategic relationships with government and non-government agencies by participating in partnership initiatives and interagency meetings
- Engage strategically with farming communities, listening to their needs, linking them to services and working with key stakeholders to coordinate and support activities that address issues
- Be a trusted conduit of information exchange between individuals, farming communities, government and service providers

- Work with partners to ensure farming communities are better prepared and recover more quickly from adverse events
- Participate in social research and provide input to policy

Key challenges

- Identifying and planning strategic capacity building opportunities that support viable farming communities recovering from adverse events
- Working alone in remote locations away from support with a range of stakeholders who have conflicting demands and priorities
- Coordinating multiple regional projects in a constantly changing environment while using available resources efficiently

Key relationships

Who	Why
Internal	
Coordinator Rural Resilience Program	• Seek guidance, provide information, consult regularly about activities and provide regular updates on key issues, priorities, policy and budgetary issues. Monitor and evaluate projects
Rural Resilience team	• Work as part of a team to use skills and resources effectively
Rural Women's Network	• Build regional networking opportunities and share information/resources
Manager Business & Social Resilience Programs	• Provide information about activities and identify priority issues
External	
Contractors and stakeholders	• Seek/maintain specialist knowledge/advice on regional issues • Participate in regional forums, networks and meetings to represent RRP and exchange information • Build relationships to resolve issues and create collaborative opportunities regionally

Role dimensions

Decision making

The Recovery Officer operates with a high level of autonomy within the context of an agreed project plan and is accountable for the delivery of assigned project deliverables. Develops their work priorities in partnership with Coordinator Rural Resilience Program.

Reporting line

Coordinator Rural Resilience Program

Direct reports

Nil

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Budget/Expenditure

Authorisation for expenditure of allocated resources under applicable Departmental delegation

Essential requirements

- Current NSW Driver License and the ability 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	**Intermediate**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Intermediate
	Project Management	**Adept**

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.

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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
Personal Attributes Manage Self	Intermediate	• 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 • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
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 Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
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

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