

# Role Description

## Team Leader Land Services



Cluster	Department of Regional NSW
Agency	Local Land Services
Location	Negotiable within Region
Classification/Grade/Band	Advisory and Technical Stream LLS Grade 7
Role Family	Projects & Programs
ANZSCO Code	234399
PCAT Code	1119192
Date of Approval	2017 (updated June 2020)
Agency Website	<a href="http://www.lls.nsw.gov.au">http://www.lls.nsw.gov.au</a>

### Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsibility 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.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Service.

### Primary purpose of the role

Lead a team to coordinate the development and implementation of natural resource management and agricultural productivity programs, plans and initiatives and negotiate and facilitate stakeholder contributions for project implementation and decision-making to achieve identified strategic initiatives as well as assist with biosecurity projects and undertake activities to prevent, prepare for, respond to and recover from emergencies.

### Key accountabilities

- Acting to ensure that the impacts of environmental, social and economic issues are considered and reflected in project outcome decisions.
- Developing and implementing policies and guidelines to ensure that decisions made, and activities undertaken comply with relevant legislation, Government, Corporate and LLS priorities.
- Ensuring that on ground and planning outcomes are consistent with agreed priorities, plans, standards.
- Engaging with and maintaining stakeholder involvement in LLS activities and sharing information between LLS's, states and territories, NRM groups and community.

- Encouraging and informing a partnership approach to improve change in local management of natural resources and agricultural productivity, stakeholder awareness and understanding is raised.
- Coordinating and influencing multidisciplinary teams to work together with a range of external and internal stakeholders to achieve natural resource management and agricultural outcomes.
- Balancing and managing a range of competing and conflicting priorities in a politically sensitive environment.
- Assisting with biosecurity projects and supporting emergency management and natural disaster responses.

## Key challenges

- Develop, coordinate and manage projects including the supervision of a project team and coordination of external providers, manage budgets and resources and develop and implement work plans as well as establish and deploy multi-disciplinary project groups to ensure potential is optimised, time constraints are met, and work undertaken is commensurate with priorities and standards.
- Research, analyse and evaluate proposals, undertake program and project reporting, mapping and monitoring and prepare written material and recommendations to senior management to ensure LLS priorities are implemented.
- Provide advice and analysis to the Chair, Board, General Manager, staff and stakeholders on specific projects and LLS activities and increase the ability of land managers, groups, partner organisations and industry groups to manage and deal with agricultural land issues for environmental, production and biosecurity outcomes.
- Providing leadership in the delivery of integrated services in a complex team and business environment.

## Key relationships

Who	Why
<b>Internal</b>	
Manager Land Services	<ul style="list-style-type: none"> <li>• Deliver recommendations and advice on natural resource management and agricultural productivity programs, plans and initiatives.</li> </ul>
Team	<ul style="list-style-type: none"> <li>• Build a team culture and provide advice and support on a range of natural resource management and agricultural productivity programs.</li> </ul>
<b>External</b>	
Land Managers, industry stakeholders and clients	<ul style="list-style-type: none"> <li>• Provide specialist advice and information on the development and implementation of natural resource management programs and projects.</li> </ul>

## Role dimensions

### Decision making

With the supervisor, the role is responsible for making daily decisions in order to meet the requirements of the business area.

### Reporting line

Manager Land Services

## Direct reports

The role has 2 types of direct reports: Senior Land Services Officer and Land Services Officer

## Budget/Expenditure

Authorisation for expenditure of allocated project resources under applicable delegation

## Essential requirements

- Understanding of the needs and issues facing land holders and stakeholders in achieving sustainable economic development
- A degree in agricultural, environmental, natural resource management, biosecurity and emergency management and/or equivalent knowledge and experience
- Current NSW Driver Licence and 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.


## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience</li> <li>• Ensure systems are in place to capture customer service insights to improve services</li> <li>• Initiate and develop partnerships with customers to define and evaluate service performance outcomes</li> <li>• Promote and manage alliances within the organisation and across the public, private and community sectors</li> <li>• Liaise with senior stakeholders on key issues and provide expert and influential advice</li> <li>• Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches</li> <li>• Ensure that the organisation's systems, processes, policies and programs respond to customer needs</li> </ul>	Advanced
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>• Build a supportive and cooperative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes that were achieved by effective collaboration</li> <li>• Engage other teams and units to share information and jointly solve issues and problems</li> <li>• Support others in challenging situations</li> <li>• Use collaboration tools, including digital technologies, to work with others</li> </ul>	Intermediate

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Seek and apply the expertise of key individuals to achieve organisational outcomes</li> <li>• Drive a culture of achievement and acknowledge input from others</li> <li>• Determine how outcomes will be measured and guide others on evaluation methods</li> <li>• Investigate and create opportunities to enhance the achievement of organisational objectives</li> <li>• Make sure others understand that on-time and on-budget results are required and how overall success is defined</li> <li>• Control business unit output to ensure government outcomes are achieved within budgets</li> <li>• Progress organisational priorities and ensure that resources are acquired and used effectively</li> </ul>	Advanced
	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learnings to inform future actions</li> <li>• Ensure that own actions and those of others are focused on achieving organisational outcomes</li> <li>• Exercise delegations responsibly</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> <li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety</li> <li>• Conduct and report on quality control audits</li> <li>• Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks</li> </ul>	Adept
 Business Enablers	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>• Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>• Identify and consult stakeholders to inform the project strategy</li> <li>• Communicate the project's objectives and its expected benefits</li> <li>• Monitor the completion of project milestones against goals and take necessary action</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>	Adept

## FOCUS CAPABILITIES






Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Manage and Develop People</b> Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> <li>Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes</li> <li>Adjust performance development processes to meet the diverse abilities and needs of individuals and teams</li> <li>Develop work plans that consider capability, strengths and opportunities for development</li> <li>Be aware of the influences of bias when managing team members</li> <li>Seek feedback on own management capabilities and develop strategies to address any gaps</li> <li>Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way</li> <li>Monitor and report on team performance in line with established performance development frameworks</li> </ul>	Adept
	<b>Inspire Direction and Purpose</b> Communicate goals, priorities and vision, and recognise achievements	<ul style="list-style-type: none"> <li>Promote a sense of purpose, and help the team to understand the strategic direction of the organisation and the needs of customers and stakeholders</li> <li>Translate broad organisational strategy and goals into tangible team goals and explain the links for the team</li> <li>Ensure that team objectives and outcomes lead to the implementation of government priorities and create value for customers and stakeholders</li> <li>Work to remove barriers to achieving goals</li> </ul>	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.

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	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	Intermediate
 <b>Relationships</b>	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 <b>Results</b>	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 <b>Business Enablers</b>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
 <b>People Management</b>	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate