

Role Description

Regulatory Officer



Department of
Primary Industries

Cluster	Industry
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Biosecurity & Food Safety / Animal Biosecurity & Welfare / Cattle Tick Operations
Location	Various
Classification/Grade/Band	Regulatory Officer Grade 2
ANZSCO Code	599599
PCAT Code	1119192
Date of Approval	November 2017
Agency Website	www.dpi.nsw.gov.au

Agency overview

The NSW Department of Industry leads the state government's contribution to making NSW a place where people want to live and work and businesses choose to invest and grow.

We support all areas of economic activity where NSW has competitive strengths. We also have responsibilities for:

- Skill formation and development to match industry demand
- Partnering with stakeholders in stewardship and sustainable use of the state's natural resources; and
- Supporting economic growth in the regions.

Our strategies are built on close relationships to understand industry's needs. We deliver a wide range of training and specialist services and we help to secure efficient and dependable government decision-making that contributes to business confidence. We measure our success by the:

- Growth in quantity of employment and the value of output; and the
- Competitiveness and sustainability of industries in 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, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

Primary purpose of the role

This role is designed to provide regulatory services in the Surveillance, Response, Queensland Border and Livestock Dip Management teams to ensure thorough delivery of biosecurity related regulatory and compliance programs. These programs minimise the impact of biosecurity threats that could otherwise reduce the productivity and competitiveness of NSW Agricultural Industries, degrade the environment, or threaten the health of our communities.

Key accountabilities

- Liaise effectively with customers and stakeholders in performing livestock inspections and treatments according to operational policies and procedures and service standards
- Work effectively with customers and stakeholders to maximise voluntary compliance
- Investigate alleged breaches of legislation in a timely manner to determine whether an offence has been committed
- Take appropriate enforcement action where required, including issuing warning letters, infringement notices or represent DPI in court proceedings to prosecute offenders
- Complete and submit operational and administrative records in a timely manner and in accordance with procedures and protocols, including recording and reporting alleged breaches of the legislation
- Perform duties in accordance with workplace health and safety policies and procedures
- Participate in emergency management activities and emergency management training
- Supervise staff and contractors in the field to ensure that work is completed to the required standard and in a timely manner

Key challenges

- Managing interactions with clients to minimise contentious situations when compliance operations generate conflicts between clients and staff, whilst maintaining consistent application of legislation and policy
- Ensuring prioritisation and work schedules are completed in a timely and professional manner to deliver a consistent approach to clients
- Maintaining communication of key activities to management

Key relationships

Who	Why
Internal	
Assistant Manager Response	<ul style="list-style-type: none">• Receive guidance and direction on specific tasks to be completed including priorities• Discuss work allocated, providing updates on key issues and progress. Escalate issues as appropriate.
Team members	<ul style="list-style-type: none">• Interact with and work collaboratively to achieve unit outcomes• Share information and discuss solutions to problems with colleagues
External	
Customers / Stakeholders	<ul style="list-style-type: none">• Receive queries and respond with standard information or escalate within the unit

Role dimensions

Decision making

This role works in partnership with the project leader and team members to determine the day-to-day tasks and priorities.

Reporting line

Assistant Manager Response

Direct reports

The role has no direct reports however does supervise some Regulatory Officers in the field.

Budget/Expenditure

Nil

Essential requirements

- Current NSW Driver Licence
- Current AQF4 Chemical Management Certificate





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	Foundational
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	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	<ul style="list-style-type: none"> 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	Intermediate	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> 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 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 Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies