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| **Cluster** | Planning, Industry & Environment |
| **Agency** | Environment, Energy and Science |
| **Division/Branch/Unit** | National Parks and Wildlife Service / Park Operations  |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | Generic |
| **ANZSCO Code** | 132411 |
| **PCAT Code** | 1217292 |
| **Date of Approval** | September 2017 |
| **Agency Website** | [www.nationalparks.nsw.gov.au](http://www.nationalparks.nsw.gov.au) & [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.

National Parks & Wildlife Service overview

National Parks & 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

The Team Leader Rangers is responsible for managing the day to day operational works within the area to ensure the delivery of quality integrated frontline services through leadership of the team and the fostering a culture of professionalism and high performance. The role facilitates the management of natural, historic and Aboriginal heritage on and off reserve.

# Key accountabilities

* Lead, motivate and develop the team’s professional and technical capabilities and meet agreed performance outcomes as defined in corporate, strategic and business plans. Support development of a positive working culture through providing guidance on priorities and goals and promoting learning and development opportunities, to ensure staff are capable of achieving high levels of service delivery and meet the demands of a dynamic, changing environment.
* Lead the development of Area Operational Plans and lead the implementation of park management programs across pest and weed control, threatened species and environmental restoration, visitor and recreation, interpretation and education and community engagement and joint management. Ensure the application of relevant legislation and environmental standards across all areas of work.
* Lead the strategic management of park assets and delivery of natural, cultural heritage and visitor experience programs in a changing environment including seeking out opportunities to enhance program delivery through community engagement and partnerships.
* Manage and build collaborative relationships with key stakeholders, identify opportunities and partnerships to increase community participation and engagement and to promote the products, services and programs of Environment, Energy and Science and partner entities.
* Provide expert advice on the delivery and implementation of park management programs including identifying operational issues, risks and opportunities to inform high level decision making and planning activities within the organisation.
* Contribute and participate in incident planning and control on a needs basis, including fire fighting and other emergency situations.
* Assist in managing emerging contentious issues, incidents and risks including resource coordination, proactive engagement and consultation with key stakeholders, and the provision of timely, accurate advice to senior management on the application of appropriate response and risk mitigation strategies.

Key challenges

* Identifying and pursuing appropriate cultural change support to drive in team performance, service delivery, resource and priority allocation in a complex, geographically and functionally diverse and changing environment.
* Ensuring that service delivery aligns with complex and diverse strategic and business priorities through effective working relationships and engagement with key internal and external stakeholders.
* Producing programs, project plans, presentations and substantial written reports, submissions and recommendations that comply with natural and cultural values and priorities.

Key relationships

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| Who |  Why |
| **Internal** |  |
| Area Manager | * Receive broad guidance, provide expert advice, consult and negotiate on key operational priorities and exchange information
 |
| Staff | * Provide guidance and leadership, exchange information and promote their ongoing professional development
 |
| Branch/Divisions | * Collaborate and consult on cross branch/divisional programs and projects, exchange information
 |
| **External** |  |
| Stakeholders/Clients | * Develop and maintain effective relationships and explore collaborative opportunities and other partnerships to increase volunteer and community participation and engagement and promote the products, services and programs of Environment, Energy and Science and partner entities
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# Role dimensions

## Decision making

The Team Leader Rangers operates independently on a day to day basis but has an agreed work program using established policies and procedures. The role is required to provide advice to the Area Manager, other section managers and officers within the Branch and senior management on environmental matters, prepare briefing notes and make recommendations. The role makes day to day decisions required to supervise multi-disciplinary staff and is responsible for developing and negotiating performance agreements with the Section’s staff.

## Reporting line

Area Manager

## Direct reports

Up to 8 direct reports

## Budget/Expenditure

Relevant operational project budget

Essential requirements

* Knowledge of and experience in the implementation of current relevant environmental legislation, with demonstrated ability to interpret and apply relevant environmental legislation.
* Demonstrated experience in managing diverse, dispersed and/or multi-disciplinary teams in a changing environment.
* Current NSW Driver’s Licence

# 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](http://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.

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| NSW Public Sector Capability Framework |
| **Capability Group** | **Capability Name** | **Level** |
|  | Display Resilience and Courage | Adept |
| **Act with Integrity** | **Adept** |
| **Manage Self** | **Adept** |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Advanced** |
| Commit to Customer Service | Intermediate |
| **Work Collaboratively** | **Adept** |
| Influence and Negotiate | Intermediate |
|  | **Deliver Results** | **Adept** |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Adept** |
| Demonstrate Accountability | Adept |
|  | Finance | Intermediate |
| Technology | Intermediate |
| Procurement and Contract Management | Intermediate |
| **Project Management** | **Adept** |
|  | **Manage and Develop People** | **Adept** |
| Inspire Direction and Purpose | Intermediate |
| **Optimise Business Outcomes** | **Adept** |
| Manage Reform and Change | Intermediate |

## 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 | Adept | Represent the organisation in an honest, ethical and professional way and encourage others to do soDemonstrate professionalism to support a culture of integrity within the team/unitSet an example for others to follow and identify and explain ethical issuesEnsure that others understand the legislation and policy framework within which they operateAct to prevent and report misconduct, illegal and inappropriate behaviour |
| **Personal Attributes**Manage Self | Adept | Look for and take advantage of opportunities to learn new skills and develop strengthsShow commitment to achieving challenging goalsExamine and reflect on own performanceSeek and respond positively to constructive feedback and guidanceDemonstrate a high level of personal motivation |
| **Relationships**Communicate Effectively | Advanced | Present with credibility, engage varied audiences and test levels of understandingTranslate technical and complex information concisely for diverse audiencesCreate opportunities for others to contribute to discussion and debateActively listen and encourage others to contribute inputsAdjust style and approach to optimise outcomesWrite fluently and persuasively in a range of styles and formats |
| **Relationships**Work Collaboratively | Adept | Encourage a culture of recognising the value of collaborationBuild co-operation and overcome barriers to information sharing and communication across teams/unitsShare lessons learned across teams/unitsIdentify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work |
| **Results**Deliver Results | Adept | Take responsibility for delivering on intended outcomesMake sure team/unit staff understand expected goals and acknowledge successIdentify resource needs and ensure goals are achieved within budget and deadlinesIdentify changed priorities and ensure allocation of resources meets new business needsEnsure financial implications of changed priorities are explicit and budgeted forUse own expertise and seek others’ expertise to achieve work outcomes |
| **Results**Think and Solve Problems | Adept | Research and analyse information, identify interrelationships and make recommendations based on relevant evidenceAnticipate, identify and address issues and potential problems and select the most effective solutions from a range of optionParticipate in and contribute to team/unit initiatives to resolve common issues or barriers to effectivenessIdentify and share business process improvements to enhance effectiveness |
| **Business Enablers**Project Management | Adept | Prepare clear project proposals and define scope and goals in measurable termsEstablish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirementsPrepare accurate estimates of costs and resources required for more complex projectsCommunicate the project strategy and its expected benefits to othersMonitor the completion of project milestones against goals and initiate amendments where necessaryEvaluate progress and identify improvements to inform future projects |
| **People Management**Manage and Develop People | Adept | Define and clearly communicate roles and responsibilities to achieve team/unit outcomesNegotiate clear performance standards and monitor progressDevelop team/unit plans that take into account team capability, strengths and opportunities for developmentProvide regular constructive feedback to build on strengths and achieve resultsAddress and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective wayMonitor and report on performance of team in line with established performance development frameworks |
| **People Management**Optimise Business Outcomes | Adept | Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectivesAllocate resources to ensure achievement of business outcomes and contribute to wider workforce planningEnsure that team members base their decisions on a sound understanding of business principles applied in a public sector contextMonitor performance against standards and take timely corrective actionsKeep others informed about progress and performance outcomes |