

# Role Description

## Land Services Officer Aboriginal Community Support



Cluster	Department of Regional NSW
Agency	Local Land Services
Classification/Grade/Band	Advisory and Technical Stream, LLS Grade 5
Role Family ( <i>internal use only</i> )	Bespoke / Customer Service / Support
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	May 2018 (updated Nov 2021)
Agency Website	<a href="http://www.lls.nsw.gov.au">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 responsible 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 Services.

### Primary purpose of the role

This role is responsible for assisting Aboriginal communities within the Region to strengthen relationships between LLS and First Nations Peoples, deliver the functions and services of LLS, increase cultural awareness within LLS, and identify opportunities to engage First Nations peoples and businesses.

### Key accountabilities

- Develop and maintain relationships with Aboriginal communities and organisations to foster opportunities for trusted engagement with LLS and promote the sharing of knowledge and information on areas of common interest including Caring for Country through traditional land management practices.
- Provide information on modern natural asset protection, sustainable agriculture and biosecurity approaches towards land use and management to Aboriginal communities, land managers and stakeholders to meet the objectives of LLS.
- Liaise with Aboriginal communities to inform consideration of culturally significant sites in planning LLS activities and the inclusion of culturally sensitive practices in delivering LLS services.
- Develop and coordinate regional activities to increase Aboriginal cultural awareness for non-Aboriginal members of staff and foster an environment of shared respect and understanding.
- Contribute to the coordination of participation and content of LLS Aboriginal Community Advisory Group meetings and other meetings to maximise the focus on Aboriginal outcomes.

- Assist in developing, implementing and evaluating effectiveness of projects to ensure shared outcomes for Aboriginal communities and land managers in Caring for Country, natural asset protection, sustainable agriculture, invasive pest control and biosecurity are delivered.

## Key challenges

- Maintaining cultural awareness and sensitivity of multiple Aboriginal communities within the region when liaising with multiple community groups.
- Building and maintaining a high degree of trust with Aboriginal communities while meeting the expectations of the community and multiple external stakeholders.
- Working within a complex internal team and business environment whilst developing and maintaining external stakeholder relationships

## Key relationships

Who	Why
<b>Internal</b>	
Team Leader	<ul style="list-style-type: none"> <li>• Provide information, escalate issues and contribute to problem resolution</li> <li>• Receive guidance and provide regular updates on projects, issues and priorities</li> </ul>
Team	<ul style="list-style-type: none"> <li>• Work in collaboration to meet the service delivery needs of LLS, meet compliance objectives and deliver plans</li> <li>• Seek information and provide information on LLS Aboriginal community engagement programs</li> </ul>
Other staff	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships and open channels of communication</li> <li>• Collaborate and provide information about the delivery of Aboriginal community engagement, liaison, and programs</li> <li>• Collaborate to achieve regional LLS outcomes</li> </ul>
<b>External</b>	
Aboriginal community groups	<ul style="list-style-type: none"> <li>• Facilitate collaboration between Aboriginal community groups and the LLS</li> <li>• Provides information and assistance with regard to accessing and contributing to LLS services and advice</li> </ul>
Stakeholders and investors	<ul style="list-style-type: none"> <li>• Seek data, information, advice and support in partnership to achieve LLS objectives</li> </ul>
Other government agencies	<ul style="list-style-type: none"> <li>• Seek advice and information to address customer knowledge gaps and support best function practice</li> </ul>

## **Role dimensions**

### **Decision making**

- Makes day to day decisions regarding own activities and priorities to meet project outcomes

### **Reporting line**

Varies by region, could be Senior Land Services Officer (Aboriginal Communities) or Team Leader

### **Direct reports**

Nil

### **Budget/Expenditure**

Nil

## **Essential requirements**

- Applicants must be of Aboriginal descent through parentage, identification as being Aboriginal and accepted in the community as such. Aboriginality is a genuine occupational qualification and is authorised under Section 14(d) of the Anti-Discrimination Act 1997
- Experience in project support and engagement with Aboriginal communities
- Current NSW Class C Driver Licence 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](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.

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Adept
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Foundational</b>

### 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
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>• Tailor communication to the audience</li> <li>• Clearly explain complex concepts and arrangements to individuals and groups</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Create opportunities for others to be heard</li> <li>• Actively listen to others and clarify own understanding</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Write fluently in a range of styles and formats</li> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Build a supportive and co-operative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes which were achieved by effective collaboration</li> <li>• Engage other teams/units to share information and solve issues and problems jointly</li> <li>• Support others in challenging situations</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>• Take responsibility and be accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about their application by self and others</li> <li>• Be alert to risks that might impact the completion of an activity and escalate these when identified</li> <li>• Use financial and other resources responsibly</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>• Plan and deliver tasks in line with agreed schedules</li> <li>• Check progress against schedules, and seek help to overcome barriers</li> <li>• Participate in planning and provide feedback about improvements to schedules</li> </ul>