

Role Description

Senior Land Services Officer

Cluster	Department of Regional NSW
Agency	Local Land Services
Location	Negotiable within Region
Classification/Grade/Band	Advisory and Technical Stream LLS Level 6
Role Family	Projects & Programs
ANZSCO Code	234399
PCAT Code	1119192
Date of Approval	May 2019 (updated June 2020)
Agency Website	http://www.lls.nsw.gov.au

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

The role delivers services to farmers and the community to help them manage our landscapes to be healthy and productive including the provision of natural resource management and agricultural productivity information, advice and extension services; implementation of land management legislation and assessment of related applications; management of major natural resource management and agricultural productivity projects; delivery of emergency planning, preparedness, response and recovery services; development of major partnerships and collaboration; negotiation and resolution of complex natural resource management and agricultural productivity issues; provision of leadership and support to small project teams; monitoring, evaluation, reporting and improvement of programs and projects and contribute to strategic planning.

Key accountabilities

- Provide timely, effective and high quality frontline advisory and extension services to rural landholders and stakeholders, partners and industry groups
- Manage natural resource management and agricultural productivity projects ensuring best-practice governance in line with LLS objectives and initiatives

- Collect and collate data, analyse information and provide accurate and appropriately balanced advice, reports and recommendations on complex natural resource management and agricultural issues
- Write reports and plans to a high level
- Develop major partnerships and support collaboration to address complex natural resource management and agricultural productivity issues
- Lead project teams and facilitate implementation of the Local Land Services Act 2013, Biodiversity Conservation Act 2016 or other legislative responsibilities
- Fulfil identified emergency management roles in local and State level operations as directed by appropriate delegated managers

Key challenges

- Balancing a range of competing priorities and projects in an environment of high workload, rigorous accountability, strict deadlines and high community expectations
- Managing conflicts between natural resource users and negotiating solutions to complex natural resource management and agricultural productivity issues
- Interpreting and applying relevant legislation, policy and procedures and performing field work such as inspections and assessments in all conditions and terrains, including in emergency response situations

Key relationships

Who	Why
Internal	
Team Leader and Senior Management	• Receives direction and support in the development and implementation of LLS programs • Provides advice and recommendations to resolve complex natural resource management and agricultural issues and improve LLS programs
LLS staff	• Work in collaboration as a team to provide advice and expertise in the development and implementation of LLS programs
External	
Farmers/land managers/community groups/industry groups and Government organisations	• Delivers natural resource management, agricultural productivity, biosecurity and emergency management services. • Facilitates collaboration to resolve natural resource management and agricultural productivity issues.

Role dimensions

Decision making

With the support of the Team Leader, develops partnerships and projects, provides technical advice and recommendations for delivery of LLS service and programs.

Reporting line

Team Leader

Direct reports

Land Services Officers

Budget/Expenditure

Nil

Essential requirements

- A degree in agricultural, environmental, natural resource management, biosecurity and emergency management and/or equivalent level of industry knowledge and experience
- Current NSW Driver Licence and the ability and willingness to travel
- Ability and willingness to undertake a police check and medical clearance

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
	 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks	Adept
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 People Management	Manage and Develop People	• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve	Intermediate
	Engage and motivate staff, and develop capability and potential in others		

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	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
 Relationships	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	Intermediate
 Results	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
 Business Enablers	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
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational