Role Description
Senior Analytical Services Officer

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	DPI / Infrastructure, Investment and Business Development / Customer and Service Delivery
Location	Wagga Wagga and Wollongbar
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	311413
PCAT Code	1119192
Date of Approval	June 2021
Agency Website	www.dpi.nsw.gov.au

Agency overview

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

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.

DPI Infrastructure, Investment & Business Development Branch is focused on maximising the Department's portfolio of commercial activities and infrastructure, as well as building new commercialisation pathways and opportunities for DPI, its people and projects by focussing on the Department's external interface with customers and communities, alignment of strategic priorities and investment and formation of strong business partnerships.

Primary purpose of the role

This position manages the commercial chemistry testing service laboratories located at Wagga Wagga and Wollongbar. delivering comprehensive analytical chemistry testing services for animal feed, olive and olive oil, oilseeds, edible oils, honey, soil, water and plants. This role helps to deliver stronger Primary Industries by maintaining accreditations, driving sales revenue by providing testing services for internal and external clients, while maintaining effective resourcing of both staff and equipment to ensure the highest levels of efficiency, effectiveness and quality in services.

I work FOR NSW

Key accountabilities

- Manage workflow within the lab aligning resource capacity and client requests ensuring operational requirements are met.
- Monitor and assess operating budgets in line with revenue targets.
- Manage capital equipment requirements and maintenance efficiently to meet the needs of NSW DPI.
- Develop and promote the Laboratory and its related activities through various sources and in conjunction with DPI staff, local community and industry stakeholders.
- Manage office and operational staff including: performance assessments; identification of staffing requirements; identification and provision of training for staff; and staff welfare issues in accordance with statutory requirements and Departmental policy including safe work culture in the laboratory.
- Proactively identify opportunities to continually improve efficiency and effectiveness of laboratory performance and promote maintenance of Quality Assurance to meet NATA ISO17025.
- Identify technical developments relevant to the assigned laboratory section, providing advice and recommendations to inform decision making.
- Collaborate with managers and other section Coordinators and provide feedback on testing outcomes, workflow, budget projections, business risks and opportunities.

Key challenges

- Managing multiple tasks effectively within tight timeframes to meet chemistry testing outcomes and maintaining service levels according to a budget
- Working within a team environment to ensure diagnostic outcomes are met
- Managing laboratory resources effectively to ensure service and quality requirements are met.

Key relationships

Who	Why
Internal	
Director Customer and Service Delivery	- Receive guidance from, discusses priorities and provide regular updates on key issues and progress - Escalate issues as appropriate - Participate in meetings to represent laboratory section perspective and share information about day to day and medium to long term issues
Chemistry testing team, technical officers and technical assistants	- Interact with and work collaboratively to achieve section outcomes - Ensure all tasks are completed in a timely manner - Contributing to a harmonised team environment by completing all assigned tasks and taking initiative to assist other team members that may require additional help
External	
Stakeholders	Exchange information, manage expectations and resolve issues

Role dimensions

Decision making

This role has a moderate level of autonomy and is accountable for the delivery of testing outcomes within the laboratory section; refers to a supervisor any decisions that require significant deviation from project outcomes or timeframes, are likely to escalate or create substantial or contentious precedent, require a higher administrative or financial delegation, or submission to a higher level of management.

Reporting line

Director Customer and Service Delivery

Direct reports

Technical officers, technical assistants and clerical staff

Budget/expenditure

TBC

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	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
Results	**Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	Intermediate
People Management	**Manage and Develop People** Engage and motivate staff, and develop capability and potential in others	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks	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**
Personal Attributes	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
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	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	Intermediate
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	Foundational
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	Intermediate