

# Role Description

## Senior Compliance Officer



Department of  
Primary Industries

Cluster	Regional NSW
Agency	Department of Primary Industries
Group/Division/Branch	DPI / Fisheries / DPI Hunting Unit
Location	Various
Classification/Grade/Band	Regulatory Officer Grade 5
ANZSCO Code	561999
PCAT Code	1119192
Date of Approval	April 2017 (updated July 2021)
Agency Website	<a href="http://www.dpi.nsw.gov.au">www.dpi.nsw.gov.au</a>

### 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 Fisheries, a Branch of NSW DPI, is responsible for the *Fisheries Management Act 1994* and the *Marine Estate Management Act 2014*. The primary objective of the Fisheries branch encompasses both economic growth and careful stewardship of our aquatic resources. The Branch leads fisheries industry development through research, policy and regulatory compliance to foster sustainable and economic commercial, recreational and aboriginal fishing and aquaculture. The Branch manages the protection of key fish habitats, threatened species and oversees fish stock conservation.

The Branch has oversight of the DPI Hunting Unit, responsible for the *Game and Feral Animal Control Act 2002* and *Game and Feral Animal Control Regulation 2012*. This Unit regulates hunting in NSW to ensure it is conducted safely and ethically, that access is managed sustainably and contributes positively to economic development in line with community expectations.

### Primary purpose of the role

Lead and manage a team of compliance officers in a combination of surveillance, compliance monitoring, enforcement, investigation, liaising with public land managers, and education and advisory activities to maximise voluntary compliance with the Game and Feral Animal Control Act (2002) and Regulation (2012) and other related legislation.

## Key accountabilities

- Lead a team in planning and conducting operational activities, including with NSW Police and other agencies to deter, detect and disrupt illegal hunting and maximise voluntary compliance
- Advise hunters and the general public about their statutory obligations and how to comply with legislative requirements, to maximise voluntary compliance
- Conduct investigations and enforcement action in relation to breaches of various legislation related to illegal hunting
- Manage investigations being conducted within the team to ensure effective use of resources and balance of priorities
- Effective routine use of various IT systems and software to plan and capture operational effects, outcomes and investigations.
- Liaise effectively with clients, members of the public and external stakeholders by exercising sound judgement and providing informed advice
- Keep accurate records of activities and report on zone/region outputs to contribute to State reporting requirements

## Key challenges

- Balancing the competing demands for advisory activities, compliance investigations and provision of other Compliance, Operations and Intelligence Branch regulatory activities throughout the zone and State
- Exercising sound judgment in the field when encountering both legal and illegal hunting situations and resolving conflicts and issues involving regulatory investigations and enforcement decisions
- Develop and maintain key relationships with public land managers, private land managers and hunting stakeholders

## Key relationships

Who	Why
<b>Internal</b>	
Program Leader Compliance, Operations and Intelligence Branch	<ul style="list-style-type: none"> <li>• Discuss work activities and determine priorities</li> </ul>
DPI Hunting Unit staff and other Departmental staff	<ul style="list-style-type: none"> <li>• Interact with and work collaboratively to achieve business outcomes</li> </ul>
Compliance Officers	<ul style="list-style-type: none"> <li>• Discuss, approve and prioritise work plans</li> <li>• Work collaboratively to achieve business outcomes</li> </ul>
<b>External</b>	
Hunting stakeholders	<ul style="list-style-type: none"> <li>• Maintain effective working relationships</li> </ul>
Other NSW agencies and interstate agencies	<ul style="list-style-type: none"> <li>• Develop and maintain relationships with other NSW agencies and interstate agencies involved with DPI Hunting Unit compliance programs</li> </ul>

## Role dimensions

### Decision making

This role acts independently to:

- Apply directions regarding day to day work priorities
- Complete work according to Branch protocols and standards
- Prepare draft input for consideration

This role acts in consultation with the Program Leader to:

- Make decisions about priorities; deadlines or competing demands for support
- Make decisions about changes to Branch protocols or administrative procedures
- Finalise input and submit information

### Reporting line

This role reports to the Program Leader Compliance, Operations and Intelligence Branch.

### Direct reports

A team of compliance officers.

### Budget/Expenditure

Nil

### Essential requirements

- Current NSW Driver Licence and the ability and willingness to travel
- Undertake frequent physical fieldwork in varying conditions.


### 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	Intermediate
	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Intermediate</b>
 People Management	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	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.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Adept	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>• Set an example for others to follow and identify and explain ethical issues</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Ensure that others understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct, illegal and inappropriate behaviour</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>• Understand the importance of customer service</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services which meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</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> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> <li>• Perform basic research and analysis which others will use to inform project directions</li> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> <li>• Prepare accurate documentation to support cost or resource estimates</li> <li>• Participate and contribute to reviews of progress, outcomes and future improvements</li> <li>• Identify and escalate any possible variance from project plans</li> </ul>
<b>People Management</b> Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes</li> <li>• Negotiate clear performance standards and monitor progress</li> <li>• Develop team/unit plans that take into account team capability, strengths and opportunities for development</li> <li>• Provide regular constructive feedback to build on strengths and achieve results</li> <li>• Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</li> <li>• Monitor and report on performance of team in line with established performance development frameworks</li> </ul>