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| **Cluster** | Planning and Environment |
| **Agency** | Biodiversity Conservation Trust |
| **Division/Branch/Unit** | Regional Delivery Branch |
| **Location** | Regional NSW (negotiable) |
| **Classification/Grade/Band** | Environmental Officer Class 12 |
| **Role Number** | Generic |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | September 2017 |
| **Agency website** | [www.bct.nsw.gov.au](http://www.bct.nsw.gov.au) |

Agency overview

The New South Wales Biodiversity Conservation Trust (BCT) is a not-for-profit statutory body, established under Part 10 of the Biodiversity Conservation Act 2016 and managed by a Board appointed by the Minister for the Environment. The Trust’s roles are to support and encourage landholders to enter into agreements to conserve and protect biodiversity on private land, guided by the government’s Biodiversity Conservation Investment Strategy; secure biodiversity offsets when developers choose to pay into the Biodiversity Conservation Fund; and other activities that promote greater awareness of, appreciation and understanding of, biodiversity and the importance of conserving it.

Primary purpose of the role

The Regional Manager is responsible for the delivery of the BCT’s front-line services to landholders (directly or via local partner organisations) in their region. The role manages regional staff in procuring and managing biodiversity stewardship agreements, conservation agreements and wildlife refuges with landholders in locations across NSW. Front-line service delivery involves building and maintaining relationships with partner organisations and coordinating a regional team performing landholder support, program delivery, and monitoring, evaluation and reporting activities.

# Key accountabilities

* Coordinate local program delivery across a region, in collaboration with the Programs Branch and regional delivery partners, activities that secure and manage biodiversity stewardship agreements, conservation agreements and wildlife refuges, consistent with the BCT’s approved Business Plan.
* Foster collaboration within the regional team and with partners in delivering landholder engagement and landholder support strategies, and in regional and local stakeholder management, marketing and communications.
* Collaborate with the Programs Branch and the Office of the Chief Executive in the delivery of the BCT’s private land conservation and offsets programs.
* Provide clear advice based on appropriate factual evidence, and an understanding of the BCT's legislative, strategic and operational framework; and provide program implementation advice and support to landholders and stakeholders.
* Collaborate with Office of Environment and Heritage (OEH) staff as necessary to initiate and implement compliance and enforcement activities; and meet external and internal reporting requirements.
* Develop effective channels of communication and engagement with internal and external stakeholders; establish effective working relationships with internal and external stakeholders; and promote effective customer service.
* Provide professional, and timely advice to the Director Regional Delivery on regional program delivery.

Key challenges

* Engendering landholder acceptance and engagement in BCT programs.
* Ensuring landholders are meeting their funded conservation responsibilities.
* Effectively coordinating operations of regionally-based and geographically diverse multi-functional teams, while delivering programs of work within budget and on time.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director Regional Delivery | * Act as subject matter expert on program delivery matters * Provide leadership, guidance and support. * Build capacity and inspire and articulate a shared vision fostering ownership of agreed purpose and approach. * Set performance requirements and manage team performance and development. * Share information and encourage contribution to ideas to improve program/service delivery outcomes. |
| Direct reports | * Provide coordination support and guidance. * Build capacity and inspire and articulate a shared vision fostering ownership of agreed purpose and approach. * Set performance requirements and manage team performance and development. * Share information and encourage contribution to ideas to improve program/service delivery outcomes. |
| Stakeholders | * Collaborate to deliver effective partnerships and engagement. * Engage with the Director Regional Delivery to inform and provide feedback about the BCT operations in the regions. |
| **External** |  |
| Stakeholders | * Develop relationships with key internal and external stakeholders, partner organisations, industry and community representatives at manage levels. * Deliver stakeholder communication and engagement strategies. |

# Role dimensions

## Decision making

Regional Managers are accountable for the operations of the regional team operations and planning to achieve the overall agreed work program commitments. Has reasonable autonomy and independence to determine day to day work priorities, deploy resources, allocate duties and act within delegations. Negotiates matters related to area of responsibility, and makes decisions about the quality of work performed and methods and approaches for how to achieve business outcomes. Is accountable for the content, accuracy, validity and integrity of advice provided. Makes decisions and acts within government-sector core values, strategic plans and priorities, legislative and regulatory frameworks, delegations, and agency policy and procedural frameworks and guidelines. Is accountable and responsible for the effective management and use of human, financial and other resources within set budget and resource parameters.

## Reporting line

The Regional Manager reports to the Director, Regional Delivery.

## Direct reports

There are up to 5 direct reports / contractors.

## Budget/Expenditure

As per allocated project.

Essential requirements

Extensive experience in regional program delivery and agreement monitoring and evaluation.

Demonstrated broad knowledge of the government, public administration and budgetary procedures, processes and protocols.

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

## 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** |
| **Personal Attributes**  Manage Self | Adept | Look for and take advantage of opportunities to learn new skills and develop strengths  Show commitment to achieving challenging goals  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate a high level of personal motivation |
| **Relationships**  Communicate Effectively | Advanced | Present with credibility, engage varied audiences and test levels of understanding  Translate technical and complex information concisely for diverse audiences  Create opportunities for others to contribute to discussion and debate  Actively listen and encourage others to contribute inputs  Adjust style and approach to optimise outcomes  Write fluently and persuasively in a range of styles and formats |
| **Relationships**  Commit to Customer Service | Advanced | Promote a culture of quality customer service in the organisation  Initiate and develop partnerships with customers to define and evaluate service performance outcomes  Promote and manage alliances within the organisation and across the public, private and community sectors  Liaise with senior stakeholders on key issues and provide expert and influential advice  Identify and incorporate the interests and needs of customers in business process design  Ensure that the organisation’s systems, processes, policies and programs respond to customer needs |
| **Relationships**  Work Collaboratively | Adept | Encourage a culture of recognising the value of collaboration  Build co-operation and overcome barriers to information sharing and communication across teams/units  Share lessons learned across teams/units  Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work |
| **Results**  Plan and Prioritise | Adept | Take into account future aims and goals of the team/unit and organisation when prioritising own and others’ work  Initiate, prioritise, consult on and develop team/unit goals, strategies and plans  Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses  Ensure current work plans and activities support and are consistent with organisational change initiatives  Evaluate achievements and adjust future plans accordingly |
| **Business Enablers**  Project Management | Intermediate | Perform basic research and analysis which others will use to inform project directions  Understand project goals, steps to be undertaken and expected outcomes  Prepare accurate documentation to support cost or resource estimates  Participate and contribute to reviews of progress, outcomes and future improvements  Identify and escalate any possible variance from project plans |
| **People Management**  Manage and Develop People | Adept | Define and clearly communicate roles and responsibilities to achieve team/unit outcomes  Negotiate clear performance standards and monitor progress  Develop team/unit plans that take into account team capability, strengths and opportunities for development  Provide regular constructive feedback to build on strengths and achieve results  Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way  Monitor and report on performance of team in line with established performance development frameworks |
| **People Management**  Manage Reform and Change | Adept | Actively promote change processes to staff and participate in the communication of change initiatives across the organisation  Provide guidance, coaching and direction to others managing uncertainty and change  Engage staff in change processes and provide clear guidance, coaching and support  Identify cultural barriers to change and implement strategies to address these |