Role Description
Duty Officer

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Primary Industries / Agriculture / Education
Location	Tocal College
Classification/Grade/Band	Domestic Services Officer Grade 3
Role Family *(internal use only)*	Bespoke / Customer Service / Delivery
ANZSCO Code	442217
PCAT Code	1119192
Date of Approval	February 2023
Agency Website	www.dpi.nsw.gov.au

Agency overview

The Department of Regional NSW (DRNSW) 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) sits within the DRNSW and 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.

Within NSW DPI, Agriculture (DPI Ag) leads agricultural industry development through extension, science and research, industry policy and regulatory compliance functions to foster sustainable and economic agricultural industries.

Primary purpose of the role

Ensure the safety, security and welfare of students, staff, visitors and the college buildings and contents.

Key accountabilities

- Conduct standard and prescribed procedures to ensure the safety and security of the public, college buildings and amenities
- Monitor student health and welfare and if necessary, provide emergency first aid or contact appropriate support services
- Provide out of hours supervision to staff performing kitchen and accommodation duties to ensure the operational efficiency of the college
- Respond to accommodation inquiries, requests and after hours check in from on-site guests with appropriate courtesy to comply with the college's commitment to excellent customer service

- Ensure equipment and accommodation is functional and in working order to meet student requirements
- Liaise with contractors, cleaners, other duty officers and management to contribute to the operational effectiveness of the college's domestic services

Key challenges

- Ensuring staff under supervision maintain high levels of quality service to students and guests of the college

Key relationships

Who	Why
Internal	
College Registrar and Business Manager, Deputy Principal	• Seek direction advice and support • Escalate sensitive service related issues
Other Duty Officers	• Liaise and exchange information on associated safety, security and service issues
External	
Students and College Guests	• Respond to inquiries, requests for information about accommodation and college facilities and services and attend to afterhours check ins
Contractors	• Liaise and exchange information to maximise operational efficiency

Role dimensions

Decision making

Prioritises own day to day workload. Escalates all non-routine matters to manager

Reporting line

Business Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Registered course in First Aid (may be undertaken subsequent to appointment)
- Class 1A Security License (may be applied for upon being appointed)
- Current Working with Children Check or the ability to obtain prior to or on appointment
- Current NSW Driver License 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

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
	Act with Integrity	**Foundational**
	Manage Self	Foundational
	Value Diversity	Foundational
Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	**Foundational**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	**Foundational**
Business Enablers	Finance	Foundational
	Technology	**Foundational**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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 Act with Integrity	Foundational	• Behave in an honest, ethical and professional way • Take opportunities to clarify understanding of ethical behaviour requirements • Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate behaviour

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Report apparent conflicts of interest
Relationships Commit to Customer Service	Foundational	• Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Demonstrate Accountability	Foundational	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Technology	Foundational	• Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology

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