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| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Planning Industry & Environment |
| **Division/Branch/Unit** | National Parks & Wildlife Service / Park Operations Division / Southern Ranges Branch |
| **Location** | Perisher Valley |
| **Classification/Grade/Band** | Technical Officer Engineering Grade 2 |
| **ANZSCO Code** | 599599 |
| **Role Number** | Generic |
| **PCAT Code** | 1119192 |
| **Date of Approval** | September 2017 (September 2021) |
| **Agency Website** | www.nationalparks.nsw.gov.au & www.dpie.nsw.gov.au |

**Agency overview**

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Environment, Energy and Science (EES) Group within DPIE brings together a range of functions including national park management, biodiversity and conservation, climate change, sustainability, resilience and adaptation, renewable energy and energy security, waste management and resource recovery, and environmental and mine safety regulation. The work of the Group is supported by centres of excellence in science; policy and strategy; and data analytics and insights.

**National Parks & Wildlife Service overview**

National Parks & Wildlife Service (NPWS) is one of the world’s oldest and most respected national parks agencies. We manage more than 880 national parks and reserves, covering over 7.4 million hectares or 9.3% of the landmass of NSW ranging from rainforests and towering eucalypt forests to rich woodlands, spectacular deserts and precious alpine systems. We deliver effective conservation for our biodiversity and cultural heritage and provide world class visitor experiences for the whole community to enjoy. We carry out fire management, threatened species conservation, land and infrastructure management, sustainable tourism and visitation, and research and education programs. We work together with Aboriginal communities to manage and protect our parks on behalf of the people of NSW.

# Primary purpose of the role

Assist in the operations and maintenance of the wastewater and water systems in the resorts of Perisher Valley, Smiggin Holes, Blue Cow, Guthega and Sawpit Creek for the Perisher Team.

# Key accountabilities

* Work as part of a team to effectively operate the water and wastewater infrastructure to provide a clean drinking water supply to the resort areas and ensure effective wastewater treatment.
* Operate the water and wastewater resources and infrastructure to ensure their effectiveness and efficiency and their compliance with all legislative and statutory requirements and obligations.
* Implement water quality, sewage effluent and water management controls to ensure compliance with licensing and statutory requirements and reliability of services to customers.
* Undertake repairs and maintenance work and maintain assets to ensure optimum working order.
* Monitor process systems and alarms, notify the supervisor of irregularities, and when required attend to call-outs to perform emergency repairs.

# Key challenges

* The main challenge for this position is dealing with seasonal fluctuations in water demand and sewerage system loads and winter weather conditions.
* Periodically the role requires responding to emergency water or sewerage situations.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager/Supervisor | * Receive guidance and support, provide advice and exchange information. |
| Work team/other staff | * Work collaboratively to contribute to achieving required outcomes. * Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing. |
| **External** |  |
| Stakeholders | * Liaise with a variety of stakeholders (resort staff, lodge managers, and park visitors) as required in regards to water supply issues and/or wastewater operations. |

# Role dimensions

## Decision making

The role operates with some level of autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for the delivery of assigned work and is directed by its supervisor/manager on work priorities, complex issues and all matters requiring a higher authority to determine and resolve issues.

## Reporting line

## The role reports to the Supervisor, Water and Wastewater.

## Direct reports

NIL

## Budget/Expenditure

NIL

# Essential requirements

* Relevant qualifications in water industry operations or demonstrated experience and knowledge of the operations and maintenance of activated sludge treatment processes, water supply reticulation and disinfection.
* Demonstrated safe working practices including experience in safe work in confined spaces.
* A current Australian driver’s licence and willingness to operate and use oversnow transport.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
|  | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult | Intermediate |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly | Intermediate |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek and apply specialist advice when required  Complete work tasks within set budgets, timeframes and standards  Take the initiative to progress and deliver own work and that of the team or unit  Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals  Identify any barriers to achieving results and resolve these where possible  Proactively change or adjust plans when needed | Intermediate |
| **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 |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks  Use available technology to improve individual performance and effectiveness  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |

# 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** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Foundational |
| Work Collaboratively | | Collaborate with others and value their contribution | Foundational |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | 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 |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | | Understand and apply effective planning, coordination and control methods | Foundational |