

# Role Description

## Technical Officer



Department of  
Primary Industries

Cluster/Agency	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Biosecurity and Food Safety / EMAI
Location	Menangle
Classification/Grade/Band	Technical Officer Grade 1 - 3
Role Family ( <i>internal use only</i> )	Bespoke / Science Technicians / Deliver
ANZSCO Code	311111
PCAT Code	1119192
Date of Approval	August 2020
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.

Within NSW DPI, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

### Primary purpose of the role

The Technical Officer is required to undertake laboratory or processing work on submissions received at the Elizabeth Macarthur Agricultural Institute (EMAI) and work closely with team members and management with the objective of meeting quality and turn around standards required by the laboratory.

### Key accountabilities

- Implement laboratory work to deliver outcomes in accordance with submission requests
- Proactively identify opportunities to continually improve efficiency and effectiveness of laboratory performance and promote maintenance of Quality Assurance to meet NATA ISO17025
- Liaise where necessary with staff across EMAI and provide feedback on testing outcomes and work flow
- Keep up to date with technical developments relevant to the assigned laboratory section

- Promote and maintain a safe work culture in the laboratory
- Comply with the work standards according to the level of appointment in the Technical Staff Merit Progression Guidelines

## Key challenges

- Managing multiple tasks effectively within tight timeframes to meet diagnostic outcomes
- Working within a team environment to ensure research outcomes are met

## Key relationships

Who	Why
<b>Internal</b>	
Team Leader	<ul style="list-style-type: none"> <li>• Receives guidance from, discusses priorities and provides regular updates on key issues and progress. Escalates issues as appropriate</li> <li>• Participate in meetings to represent work group perspective and share information about day to day and medium to long term issues</li> </ul>
Laboratory Manager	<ul style="list-style-type: none"> <li>• Interact with and work collaboratively to achieve unit outcomes</li> <li>• Ensure all tasks are completed in a timely manner</li> <li>• Contributing to a harmonised team environment by completing all assigned tasks and taking initiative to assist other team members that may require additional help</li> </ul>
EMAI staff	<ul style="list-style-type: none"> <li>• Work collaboratively and communicate effectively on the use and maintenance of resources</li> </ul>

## Role dimensions

### Decision making

The Technical Officer operates in a structured environment subject to established policies, procedures and practices. Decisions which can be made by the position holder include prioritising own workload according to required timelines.

### Reporting line

Laboratory Manager

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- Qualifications in accordance with Part 2(xvii) of the Crown Employees (Department of Industry) Technical Staff Award
- Experience in a Diagnostic Laboratory environment

## 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	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way</li> <li>Build understanding of ethical behaviour</li> <li>Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation</li> <li>Speak out against misconduct and illegal and inappropriate behaviour</li> <li>Report apparent conflicts of interest</li> </ul>	Foundational
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>Recognise the importance of customer service and understanding customer needs</li> <li>Help customers understand the services that are available</li> <li>Take responsibility for delivering services that 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> <li>Recognise that customer service involves both external and internal customers</li> </ul>	Foundational
 Results	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>Take responsibility for own actions</li> <li>Be aware of delegations and act within authority levels</li> <li>Be aware of team goals and their impact on work tasks</li> <li>Follow safe work practices and take reasonable care of own and others' health and safety</li> <li>Escalate issues when these are identified</li> <li>Follow government and organisational record-keeping requirements</li> </ul>	Foundational
 Business Enablers	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Display familiarity and confidence when applying technology used in role</li> <li>Comply with records, communication and document control policies</li> <li>Comply with policies on the acceptable use of technology, including cyber security</li> </ul>	Foundational

## 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	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	Foundational
 <b>Relationships</b>	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	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
 <b>Results</b>	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 <b>Business Enablers</b>	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