Role Description
Regulatory Officer

Cluster	Industry
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Biosecurity & Food Safety / Animal Biosecurity & Welfare / Cattle Tick Operations
Location	Various
Classification/Grade/Band	Regulatory Officer Grade 3
ANZSCO Code	599599
PCAT Code	1119192
Date of Approval	November 2017
Agency Website	www.dpi.nsw.gov.au

Agency overview

The NSW Department of Industry leads the state government's contribution to making NSW a place where people want to live and work and businesses choose to invest and grow.

We support all areas of economic activity where NSW has competitive strengths. We also have responsibilities for:
- Skill formation and development to match industry demand
- Partnering with stakeholders in stewardship and sustainable use of the state's natural resources; and
- Supporting economic growth in the regions.

Our strategies are built on close relationships to understand industry's needs. We deliver a wide range of training and specialist services and we help to secure efficient and dependable government decision-making that contributes to business confidence. We measure our success by the:
- Growth in quantity of employment and the value of output; and the
- Competitiveness and sustainability of industries in NSW.

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

This role is designed to provide regulatory services in the Surveillance, Response, Queensland Border and Livestock Dip Management teams to ensure thorough delivery of biosecurity related regulatory and compliance programs. These programs minimise the impact of biosecurity threats that could otherwise reduce the productivity and competitiveness of NSW Agricultural Industries, degrade the environment, or threaten the health of our communities.

Key accountabilities

- Liaise effectively with customers and stakeholders in performing livestock inspections and treatments according to operational policies and procedures and service standards
- Work effectively with customers and stakeholders to maximise voluntary compliance
- Investigate alleged breaches of legislation in a timely manner to determine whether an offence has been committed
- Take appropriate enforcement action where required, including issuing warning letters, infringement notices or represent DPI in court proceedings to prosecute offenders
- Complete and submit operational and administrative records in a timely manner and in accordance with procedures and protocols, including recording and reporting alleged breaches of the legislation
- Perform duties in accordance with workplace health and safety policies and procedures
- Participate in Emergency Management activities and Emergency Management training
- Supervise staff and contractors in the field to ensure that work is completed to the required standard and in a timely manner

Key challenges

- Re-allocation of resources in the section to meet program targets where workloads change due to detection of infestations
- Addresses issues where conflicts occur with stock owners regarding the monitoring, movement, eradication of cattle ticks and treatment of livestock for interstate movements
- Maintaining comprehensive knowledge of relevant legislation

Key relationships

Who	Why
Internal	
Manager Surveillance, Response and QLD Border	- Receives guidance from, discusses priorities and provides regular updates on key issues and progress. Escalates issues as appropriate
Team members	- Interact with and work collaboratively to achieve unit outcomes - Share information and discuss solutions to problems with colleagues
External	
Customers / Stakeholders	- Interact with in regard to service delivery

Role dimensions

Decision making

Operates in a structured environment subject to established policies, procedures and practices. Decisions which can be made by the role holder include prioritising own workload.

Reporting line

Manager Surveillance, Response and QLD Border

Direct reports

Regulatory Officers

Budget/Expenditure

Nil

Essential requirements

- Current NSW Driver Licence.
- Current AQF4 Chemical Management Certificate

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.

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NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	**Adept**
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	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	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Intermediate	• 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 • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits

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Group and Capability	Level	Behavioural Indicators
		• Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Manage and Develop People	Intermediate	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues