Role Description
Technical Officer (Health, Safety, Environment & Quality)

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	DPI / Infrastructure, Investment and Business Excellence / Research Services
Location	Various
Classification/Grade/Band	Technical Officer Grade 1 - 3
ANZSCO Code	311111
PCAT Code	1119192
Date of Approval	June 2018 (Updated March 2020; May 2021; and May 2022)
Agency Website	www.dpi.nsw.gov.au

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.

DPI Infrastructure, Investment & Business Excellence works across the breadth of DPI and is focused on maximising the utilisation and productivity of the Department's infrastructure portfolio. Through strong partnerships (internal and external) we also identify commercialisation pathways and help shape DPI's future investments, drive innovation and promote world class scientific and research excellence. Our programs focus transforming our connections with customers through data and excellence in customer service and delivery of assistance programs through the Rural Assistance Authority.

Primary purpose of the role

To assist in the implementation and maintenance of Health, Safety, Environment and Quality (HSEQ) systems as applied to research within NSW DPI to meet the requirements of research laboratory and field users, ISO 9000, ISO 9001 and NATA ISO 17025 for diagnostic laboratories as required by Departmental policy.

Key accountabilities

- Ensure all areas that conduct research are informed of NSW DPI policy requirements, NATA ISO 17025, ISO 9000 and ISO 9001 certification requirements
- Support the implementation of various research strategies within DPI via remote and on-site support which includes developing internal audit programs and internal auditors and coordinate and manage external audits, reassessments, and surveillance audits
- Maintain surveillance of HSEQ and prepare reports for management and manage and coordinate hazardous substances storage and compliance
- Radiation source management, compliance, and calibration in accordance with standard requirements
- Organise and coordinate the annual laboratory equipment servicing and calibration in accordance with standard requirements
- Coordinate, implement and maintain the DPI's maintenance software (MEX) in DPI laboratories and research infrastructure
- Develop, implement, and maintain the Safe Work Instruction for research-based activities and actively participate in site WHS meetings and ensure compliance at a site level
- Comply with work standards according to the level of appointment in the Technical Officer Merit Progression Guidelines.

Key challenges

- Displaying a positive image when dealing with laboratory certification/accreditation customers while encouraging and advising customers on the benefits of QMS
- Understanding of ISO 9000, ISO 9001 and ISO 17025 NATA accreditation rules and requirements
- Scheduling of time and prioritising HSEQ activities to meet required time frames.

Key relationships

Who	Why
Internal	
Team Leader Health, Safety, Environment & Quality	- Receives guidance from, discusses priorities and provides regular updates on key issues and progress. - Escalates issues as appropriate
Site Manager	- Inform and receive guidance on maintenance requirements and facilities management - Assist in the allocation of DPI assets to support R&D activities - Cooperate and collaborate to ensure WHS requirements and priorities are met
Research and Diagnostic Laboratory Staff	- Inform laboratory staff of NSW DPI requirements as well as ISO 9000, ISO 9001, and ISO 17025 NATA requirements - Provide help and training to staff to improve HSEQ processes and procedures
Other Site Health Safety, Environment & Quality Officers	Cooperate and collaborate to ensure Departmental research and commercial laboratory objectives are met

Who	Why
External	
ISO and NATA auditors	• Liaise with and organise external audit programs including scheduling visits, re-accreditation, and surveillance audit requirements
Laboratory Equipment Service Providers and Contractors	• Liaise with and organise scheduled laboratory equipment servicing including quotes, visits, reports, and feedback

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. Within the bounds of HSEQ requirements, develops initiatives to meet the HSEQ customer needs where possible.

Reporting line

Team Leader Health, Safety, Environment & Quality

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
- Current NSW Driver Licence
- Evidence of the COVID-19 vaccination must be provided upon commencement of employment. This is a condition of engagement should you be successfully appointed to a position within the Department of Regional NSW (which includes Local Land Services and the Soil Conservation Service).

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.

Capability group/sets	Capability name	Behavioural indicators	Level
FOCUS CAPABILITIES			
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Behave in an honest, ethical and professional way • Build understanding of ethical behaviour • Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation • Speak out against misconduct and illegal and inappropriate behaviour • Report apparent conflicts of interest	Foundational
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that 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 • Recognise that customer service involves both external and internal customers	Foundational
Results	**Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• 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 • Follow government and organisational record-keeping requirements	Foundational
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security	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**
Personal Attributes	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
Relationships	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
Results	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
Business Enablers	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