

Role Description

Leader Business Services



Local Land
Services

Cluster	Department of Regional NSW
Agency	Local Land Services
Location	Negotiable within Region
Classification/Grade/Band	Administrative and Clerical Stream, LLS Grade 6
Role Family (<i>internal use only</i>)	Adapted / Customer Service / Lead
ANZSCO Code	222311
PCAT Code	1119192
Date of Approval	May 2018 (updated May 2020)
Agency Website	www.lls.nsw.gov.au

Agency Overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has 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.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Services.

Primary purpose of the role

This role is responsible for the coordination and supervision of a team of customer service and administration staff to deliver quality customer services, and support the efficient and effective provision of regional finance and administration functions, including developing and implementing business and reporting systems relating to projects, investment, finance, human resources and administrative services within LLS.

Key accountabilities

- Manage the Business Services team to ensure the efficient and effective delivery of external customer services and support regional finance and administration functions
- Develop and implement customer service plans and strategies for engagement with the community and other key stakeholders to effectively market, foster commitment to, and enhance understanding of the functions of LLS
- Develop and lead the implementation and maintenance of a range of administrative and financial systems and procedures to ensure effective organisational support to the region including procurement, asset control and fleet management
- Support the effective delivery of day to day financial operations of the region including timely and accurate processing of accounts payable and accounts receivable
- Assist with the development of budgets, analysis of financial accounts and transactions, and production of financial reports

- Collate information and prepare responses on matters pertaining to LLS stakeholders and customers, to assist in the provision of balanced, timely and accurate advice on LLS customer and stakeholder issues
- Research information and undertake analysis and reviews into current business processes and practices to identify efficiency improvements and ensure operations deliver the most effective and efficient business outcomes
- Participate in emergency preparedness, response and recovery activities

Key challenges

- Interpreting and applying legislation, policy and procedures in complex situations and identifying and minimising risks to the agency
- Working with and balancing a range of conflicting priorities in a high workload and dynamic political environment
- Establishing and maintaining strong working relationships and partnerships with industry stakeholders and clients

Key relationships

Who	Why
Internal	
Business Manager	<ul style="list-style-type: none"> • Seek information and support in the development and implementation of business and financial reporting systems and provide advice for the creation and management of operational guidelines and systems
Team	<ul style="list-style-type: none"> • Build a team culture and provide advice and support on a range of customer service, administration and other business services
LLS staff	<ul style="list-style-type: none"> • Work collaboratively and share information to develop and provide high quality support and advice • Exchange information and enhance own knowledge of strategic plans and projects, and government programs, policies and legislative changes.
External	
Customers and other stakeholders	<ul style="list-style-type: none"> • Research data and seek and provide information in relation to Local Land Service activities initiatives and projects

Role dimensions

Decision making

Under the direction of the Business Manager they are responsible for making daily decisions in order to meet the requirements of the role.

Reporting line

Business Manager

Direct reports

Authorisation for expenditure of allocated project resources under applicable Departmental delegation

Essential requirements






- Current NSW Driver Licence 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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Adept
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Intermediate

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	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Finance	Adept	<ul style="list-style-type: none"> • Use financial and other resources responsibly • Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures • Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions • Understand and apply financial audit, reporting and compliance obligations • Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate • Seek specialist advice and support where required • Make decisions and prepare business cases paying due regard to financial considerations
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks
People Management Inspire Direction and Purpose	Intermediate	<ul style="list-style-type: none"> • Assist team to understand organisational direction and explain the reasons behind decisions • Ensure the team/unit objectives lead to the achievement of business outcomes that align with organisational policies • Recognise and acknowledge individual/team performance