

Role Description

Professional Officer Laboratory Section



Department of
Primary Industries

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| Cluster | Planning, Industry and Environment |
| Agency | Department of Primary Industries |
| Division/Branch/Unit | DPI / Biosecurity and Food Safety / EMAI |
| Location | Menangle |
| Classification/Grade/Band | Professional Officer Grade 1 - 4 |
| Role Family (<i>internal use only</i>) | Bespoke / Science and Engineering / Delivery |
| ANZSCO Code | 311413 |
| PCAT Code | 1119192 |
| Date of Approval | August 2019 |
| Agency Website | www.dpi.nsw.gov.au |

Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional 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 liaises with staff within the EMAI Microbiology and Parasitology Laboratory ensuring a coordinated approach to diagnostic testing, research and development, and quality assurance.

Key accountabilities

- Undertake research and development to deliver improved diagnostic testing within the Microbiology and Parasitology section to ensure client expectations are met
- Provide advice to laboratory staff and veterinarians on appropriate tests and techniques to be undertaken
- Liaise with managers, professional and technical staff and veterinary pathologists and provide advice on testing outcomes

- Identify technical developments relevant to the relevant laboratory section
- Proactively identify opportunities to continually improve the efficiency and effectiveness of laboratory performance and promote maintenance of Quality Assurance to meet NATA ISO17025
- Coordinate staff and workflow within the laboratory section to ensure testing outcomes are met
- Promote and maintain a safe work culture in the laboratory
- Comply with work standards for Research Officers according to the level of appointment in the Professional Officer Progression Criteria (1-4) scale in the Crown Employees (NSW Department of Industry) Professional Officers Award

Key challenges

- Working within a team environment to drive diagnostic testing research and development
- Managing multiple tasks effectively within tight timeframes to ensure diagnostic outcomes are met

Key relationships

| Who | Why |
|--|--|
| Internal | |
| Team Leader Microbiology and Parasitology | <ul style="list-style-type: none"> • Receive guidance from, discuss priorities and provide regular updates on key issues and progress • Escalate issues as appropriate • Participate in meetings to represent laboratory section perspective and share information about day to day and medium to long term issues |
| Team Leader Microbiology and Parasitology, Technical Manager, Professional staff | <ul style="list-style-type: none"> • Interact with and work collaboratively to achieve unit outcomes • Share information and discuss solutions to problems with colleagues • Participate in meetings to represent laboratory section perspective and share information about day to day and medium to long term issues |
| Diagnostic team, technical officers and technical assistants | <ul style="list-style-type: none"> • Interact with and work collaboratively to achieve section outcomes. • Ensure all tasks are completed in a timely manner • Contributing to a harmonised team environment by completing all assigned tasks and taking initiative to assist other team members that may require additional help |
| Veterinary Pathology team | <ul style="list-style-type: none"> • Receive guidance from, discuss priorities with and provide feedback on testing progress and outcomes • Interact with and work collaboratively to achieve section outcomes |

Role dimensions

Decision making

This role has a moderate level of autonomy and is accountable for the delivery of testing outcomes within the Microbiology and Parasitology section; refers to a supervisor any decisions that require significant deviation from project outcomes or timeframes, are likely to escalate or create substantial or contentious precedent, require a higher administrative or financial delegation, or submission to a higher level of management.

Reporting line

Technical Manager, Microbiology and Parasitology

Direct reports

Technical assistants and technical officers within laboratory diagnostic sections

Essential requirements

- Degree qualification in Veterinary Science
- Demonstrated experience in laboratory diagnostic testing, and/or research and development

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 | Intermediate |
|  Relationships | Communicate Effectively | Adept |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Adept |
| | Influence and Negotiate | Intermediate |
|  Results | Deliver Results | Intermediate |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Advanced |
| | Demonstrate Accountability | Intermediate |
|  Business Enablers | Finance | Adept |
| | Technology | Intermediate |
| | Procurement and Contract Management | Intermediate |
| | Project Management | Adept |
|  People Management | Manage and Develop People | Intermediate |
| | Inspire Direction and Purpose | Intermediate |
| | Optimise Business Outcomes | Intermediate |
| | 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 |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|--|
| Personal Attributes Manage Self | Intermediate | <ul style="list-style-type: none"> Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest 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 Commit to Customer Service | Intermediate | <ul style="list-style-type: none"> 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 |
| Relationships Work Collaboratively | Adept | <ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work |
| Results Think and Solve Problems | Advanced | <ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis |
| 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 Use financial and other resources responsibly |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|---|--------------|---|
| Business Enablers Project Management | Adept | <ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects |
| People Management Manage and Develop People | Intermediate | <ul style="list-style-type: none"> • 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 |