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| **Cluster** | Regional NSW  |
| **Agency** | Department of Regional NSW |
| **Division/Branch/Unit** | Department of Primary Industries / Agriculture / Plant Systems / Southern Cropping  |
| **Location** | Wagga Wagga |
| **Classification/Grade/Band** | Technical Officer Grade 1-3 |
| **Role Family** *(internal use only)* | Standard/Science Technicians/Support |
| **ANZSCO Code** | 311111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 2017 (updated May 2020; March 2021) |
| **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.

Within NSW DPI, Agriculture (DPI Ag) leads agricultural industry development through extension, science and research, industry policy and regulatory compliance functions to foster sustainable and economic agricultural industries.

Primary purpose of the role

This role supports laboratory, glasshouse and field operations in conducting research across multiple projects within DPI Agriculture.

# Key accountabilities

* Conduct field sample collection at various locations and assist in the management of glasshouse and field trials under minimal supervision from the Research Officer.
* Collect and accurately record research data and information to ensure consistency and quality in sample evaluation from replicated trials.
* Undertake glasshouse experiments under protocols
* Operate and maintain field equipment and laboratory instruments used in crop agronomy research to required standards.
* Contribute to the maintenance of work health and safety (WHS) and quality management system (QMS) databases (i.e. standard operating procedures (SOP), safe work method statements (SWMS), etc).
* Comply with work standards according to the level of appointment in the Technical Officer Merit Progression Guidelines

Key challenges

* Managing multiple tasks effectively within tight timeframes and to expectations.
* Operating and maintaining a range of laboratory, glasshouse and field equipment.
* Working within a team environment and liaising effectively with inter-organisational colleagues with regard to shared space and resources.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Project Leader | * Discuss tasks and priorities and receives direction on work planning and priority tasks.
* Provides feedback on work progress with regular updates on research progress, discuss and communicate project data.
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| Research Team | * Interacts with and works collaboratively to achieve research objectives.
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# Role dimensions

## Decision making

This role will liaise with the Project Leader and other technical staff to determine day-to-day tasks and priorities. The role supervises Technical Assistants and casuals.

## Reporting line

Project Leader

## Direct reports

No direct reports. The role supervises Technical Assistants and casuals.

## Budget/Expenditure

Nil

Essential requirements

* Qualifications in accordance with Part 2 (xvii, xviii) of the Crown Employees (Department of Industry) Technical Staff Award
* Ability to fulfil the physical requirements of the role
* Valid NSW Driver Licence
* Ability and willingness to travel in varying conditions, including overnight away from home.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 |
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| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level**  |
|  | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | Behave in an honest, ethical and professional wayBuild understanding of ethical behaviourFollow legislation, policies, guidelines and codes of conduct that apply to your role and organisationSpeak out against misconduct and illegal and inappropriate behaviourReport apparent conflicts of interest | Foundational |
| **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Adapt existing skills to new situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth, and develop and apply new skillsSeek feedback from colleagues and stakeholdersStay motivated when tasks become difficult | Intermediate |
|  | **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 needsHelp customers understand the services that are availableTake responsibility for delivering services that meet customer requirementsKeep customers informed of progress and seek feedback to ensure their needs are metShow respect, courtesy and fairness when interacting with customersRecognise that customer service involves both external and internal customers | Foundational |
|  | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | Identify the facts and type of data needed to understand a problem or explore an opportunityResearch and analyse information to make recommendations based on relevant evidenceIdentify issues that may hinder the completion of tasks and find appropriate solutionsBe willing to seek input from others and share own ideas to achieve best outcomesGenerate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
| **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Take responsibility for own actionsBe aware of delegations and act within authority levelsBe aware of team goals and their impact on work tasksFollow safe work practices and take reasonable care of own and others’ health and safetyEscalate issues when these are identifiedFollow government and organisational record-keeping requirements | Foundational |
|  | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Display familiarity and confidence when applying technology used in roleComply with records, communication and document control policiesComply 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**  |
|  | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | 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 |
|  | 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 |
|  | 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 |