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| **Cluster** | Planning, Industry & Environment |
| **Agency** | Environment, Energy & Science |
| **Division/Branch/Unit** | National Parks and Wildlife Service / Flight Team |
| **Location** | Bankstown |
| **Classification/Grade/Band** | Senior Crewman |
| **ANZSCO Code** | 231199 |
| **PCAT Code** | 1119193 |
| **Date of Approval** | 24 May 2019 |
| **Agency Website** | www.dpie.nsw.gov.au |

Agency overview

The Planning, Industry and Environment Cluster brings together the functions from the former Planning & Environment and Industry Clusters.

The new Cluster will drive for 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. In particular, there will be a redoubling of emphasis on regional NSW.

Primary purpose of the role

Supervise and coordinate crewpersons to perform a range of on-ground and in-air tasks, ensuring the operational readiness of role-specific equipment, vehicles and the workshop / hangar, manage the procurement and supply of equipment and services ensuring compliance with Civil Aviation Safety Authority (CASA) orders and regulations

# Key accountabilities

* Supervise crewpersons to ensure aircraft, equipment and gear are ready and available for each job, (including cleaning and minor maintenance of aircraft, configuration of the aircraft for use of ancillary equipment, and provision of ground resources to support remote operation of aircraft), allocated appropriately and completed in accordance with approved plans, to agreed standards, (in accordance with the aircraft specifications, the Operations Manual and CASA requirements, guidelines and SOPs) within budget and set deadlines.
* Prepare and/or assist the Senior Pilot and Chief Pilot in; the preparation of individual project plans, submissions, budgets, designs and technical specifications and the development of crewperson rosters and maintenance of crewperson duty records.
* Develop and review in consultation with Chief Pilot, pilots and crewpersons, annual, major plant, minor plant, heavy and light vehicle maintenance and replacement programs to ensure plant and vehicles are in good and safe condition. Manage expenditure against agreed budget, and procure and dispose of necessary materials, plant, vehicles and equipment in accordance with NSW PS standards. Ensure advantages and disadvantages of contracting specific regular works are identified and assessed to ensure best use of available resources.
* Through liaison with suppliers and contractors ensure effective relationships in relation to the provision of stores and equipment and management of the Hangar.
* Ensure effective operational, financial and people management by maintaining administrative systems associated with management of the work depot, crewpersons and contractors and providing reports and information as required
* Provide technical advice and training to aircraft users including remote fire fighters, aerial incendiary operators, ground crews, and passengers, including the safety of people working in and around aircraft, before and during operations
* Develop, plan, coordinate, monitor, review and implement training activities in consultation with the Aviation Fire & Incident Training to ensure aviation training needs are met.
* As crewperson: Operate and maintain equipment such as winch, sling, cargo nets, firefighting buckets, and aerial incendiary equipment in a safe, efficient and effective manner. Assist the pilot with landing, hovering, navigation and radio operations so the pilot can concentrate on flying by informing the pilot of objects near the flight path, the location of personnel and cargo on the ground relative to the position of the aircraft and alerting the Pilot to objects potentially striking the aircraft

Key challenges

* Remotely managing a number of crewpersons often working on different programs and working in collaboration with the Senior Pilot to ensure effective delivery of operations requires strong leadership and management skills, with clearly demonstrable planning and organisational skills
* The role is required to act independently within approved guidelines in leading and directing work teams engaged in approved management programs and to operate independently in problem solving in the field, whilst recognizing the importance for collaboration with the Senior pilot to deliver effective operations,
* As a key member at meetings and discussions concerned with the review of aviation safety prioritising and resourcing of projects, operational systems and maintenance programs, the role requires contemporary knowledge of new and emerging aviation communication and data management systems, aviation role equipment, aviation techniques and technologies with an ability to apply these in operational circumstances

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager / Senior Managers | * Discuss issues, seek guidance, keep informed, escalate issues if required, management of workload and to receive instruction and support * Working collaboratively with relevant managers to ensure that service delivery commitments are met. |
| Work Team / Other Internal staff | * Liaise with field staff for the purposes of sharing information and advice. * Participate in meetings to obtain the work group perspective and share information * Work collaboratively to contribute to achieving the team's business outcomes * Guide, support, coach, mentor and empower team members * Inspire and motivate team, provide direction and manage performance |
| **External** |  |
| Aviation maintenance providers and avionic engineers | * Liaise with and develop and maintain effective relationships for the purposes of ensuring that the Service’s participation in aviation related activities are compliant, safe, and efficient. |

# Role dimensions

## Decision making

This position has independence in making decisions in relation to the provision of stores and aviation support equipment and recommends to the Chief Pilot proposals to spend monies to provide maintenance purchase or replace equipment

The role is expected to undertake planning and coordination of work being carried out by crewpersons including allocation of work priorities, review of work undertaken to ensure it is of agreed standard and to organise training to meet crewpersons development needs.

Decisions relating to aircraft safety and operations are subject to the concurrence of the Pilot who has ultimate command of the aircraft at all times.

Flight programs are set in advance and the role makes decisions on work priorities within approved work programs and guidelines in consultation with the Pilot.

## Reporting line

This role reports to the Chief Pilot

## Direct reports

3 ongoing and up to 4 temporary direct reports

## Budget/Expenditure

Nil

Essential requirements

* Extensive experience in helicopter operations with a minimum of 2000 hours helicopter crewing experience together with knowledge of the capabilities of the types of helicopters used by the agency.
* Proven management and leadership skills able to motivate and manage a mobile and often remote workforce.
* CASA endorsement 29.11 must be current and the Senior Crewperson must meet all the check and training requirements as per the Operation manual.
* Demonstrated ability to maintain the role equipment and experience with the operation of role equipment including; operation of personal hoist (winch) with minimum of 2000 winches in the log book, aerial Incendiary machines, water buckets and rigging and handling of cargo.
* High level navigation skills including the operation of GPS equipment
* Willingness and ability to carry out firefighting support duties including physical fitness that meets the requirements of a specific medical assessment which is inclusive of clearance to carry out these duties.
* Driver’s license including four-wheel driving certificate, and Dangerous Goods Driver’s License.
* Knowledge of the Incident Management System and an understanding of Air Operations in relation to fire management and mitigation.
* Ability to instruct and assess personnel in working safely around aircraft and in hover / exit and winch operations.

# 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](http://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** |
|  | **Display Resilience and Courage** | **Adept** |
| Act with Integrity | Adept |
| **Manage Self** | **Adept** |
| Value Diversity | Foundational |
|  | **Communicate Effectively** | **Adept** |
| Commit to Customer Service | Intermediate |
| **Work Collaboratively** | **Adept** |
| Influence and Negotiate | Intermediate |
|  | Deliver Results | Adept |
| Plan and Prioritise | Intermediate |
| Think and Solve Problems | Intermediate |
| **Demonstrate Accountability** | **Adept** |
|  | Finance | Intermediate |
| Technology | Intermediate |
| **Procurement and Contract Management** | **Intermediate** |
| Project Management | Intermediate |
|  | **Manage and Develop People** | **Adept** |
| Inspire Direction and Purpose | Foundational |
| 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**  Display Resilience and Courage | Adept | Be flexible, show initiative and respond quickly when situations change  Give frank and honest feedback/advice  Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively  Raise and work through challenging issues and seek alternatives  Keep control of own emotions and stay calm under pressure and in challenging situations |
| **Personal Attributes**  Manage Self | Adept | Look for and take advantage of opportunities to learn new skills and develop strengths  Show commitment to achieving challenging goals  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate a high level of personal motivation |
| **Relationships**  Communicate Effectively | Adept | Tailor communication to the audience  Clearly explain complex concepts and arguments to individuals and groups  Monitor own and others’ non-verbal cues and adapt where necessary  Create opportunities for others to be heard  Actively listen to others and clarify own understanding  Write fluently in a range of styles and formats |
| **Relationships**  Work Collaboratively | Adept | 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**  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  Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks |
| **Business Enablers**  Procurement and Contract Management | Intermediate | Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management  Conduct delegated purchasing activities, complying with prescribed guidelines and procedures  Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements |
| **People Management**  Manage and Develop People | Adept | 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 |