

# Role Description

## Technical Assistant



Department of  
Primary Industries

Cluster	Industry
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Biosecurity & Food Safety / Biosecurity Operations
Location	Menangle
Classification/Grade/Band	Technical Assistant Grade 1-3
Role Family ( <i>internal use only</i> )	Bespoke/Science Technicians/Support
ANZSCO Code	311413
PCAT Code	1339913
Date of Approval	18 December 2014 (updated January 2019)
Agency Website	<a href="http://www.industry.nsw.gov.au">www.industry.nsw.gov.au</a>

### Agency overview

The NSW Department of Industry leads the state government's contribution to making NSW a place where people want to live and work and businesses choose to invest and grow.

We support all areas of economic activity where NSW has competitive strengths. We also have responsibilities for:

- Skill formation and development to match industry demand
- Partnering with stakeholders in stewardship and sustainable use of the state's natural resources; and
- Supporting economic growth in the regions.

Our strategies are built on close relationships to understand industry's needs. We deliver a wide range of training and specialist services and we help to secure efficient and dependable government decision-making that contributes to business confidence. We measure our success by the:

- Growth in quantity of employment and the value of output; and the
- Competitiveness and sustainability of industries in 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

The Technical Assistant is required to undertake laboratory or processing work on submissions received in the State Veterinary Diagnostic Laboratory (SVDL) and liaise with Laboratory Technical Officers, Section Leader and Laboratory Manager with the objective of meeting quality and turn around standards required by the laboratory.

## Key accountabilities

- Assist in the preparation and analysis of samples as well as undertake accurate collation of results under the direction of senior technical staff, in accordance with testing protocols and NATA ISO 17025 requirements
- Assist with sample receipt, registration and correct storage of received samples
- Contribute to the maintenance of laboratory quality control and quality assurance systems
- Comply with the work standards according to the level of appointment in the Technical Staff Merit Progression Guidelines
- Promote and maintain a safe work culture in the laboratory

## Key challenges

- Managing multiple tasks effectively within tight timeframes to meet diagnostic outcomes
- Working within a team environment to ensure research outcomes are met

## Key relationships

Who	Why
<b>Internal</b>	
Laboratory Manager	<ul style="list-style-type: none"><li>• Receives guidance from, discusses priorities and provides regular updates on key issues and progress. Escalates issues as appropriate</li><li>• Participate in meetings to represent work group perspective and share information about day to day and medium to long term issues</li></ul>
Diagnostic Team	<ul style="list-style-type: none"><li>• Interact with and work collaboratively to achieve unit outcomes.</li><li>• Ensure all tasks are completed in a timely manner</li><li>• Contributing to a harmonised team environment by completing all assigned tasks and taking initiative to assist other team members that may require additional help</li></ul>

## Role dimensions

### Decision making

The Technical Assistant operates in a structured environment subject to established policies, procedures and practices and works in partnership with the Laboratory Manager and team members to determine the day-to-day tasks and priorities

### Reporting line

The Technical Assistant reports to the Laboratory Manager

## Direct reports

Nil

## Budget/Expenditure

Nil

## Essential requirements





Qualifications in accordance with Part 2 (xiv) of the Crown Employees (Department of Trade and Investment) Technical Staff Award.

## 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
 Personal Attributes	Display Resilience and Courage	Foundational
	<b>Act with Integrity</b>	<b>Foundational</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	Project Management	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
<b>Personal Attributes</b> Act with Integrity	Foundational	<ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way</li> <li>Take opportunities to clarify understanding of ethical behaviour requirements</li> <li>Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>Speak out against misconduct, illegal and inappropriate behaviour</li> <li>Report apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>Understand the importance of customer service</li> <li>Help customers understand the services that are available</li> <li>Take responsibility for delivering services which meet customer requirements</li> <li>Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Results</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>Take responsibility for own actions</li> <li>Be aware of delegations and act within authority levels</li> <li>Be aware of team goals and their impact on work tasks</li> <li>Follow safe work practices and take reasonable care of own and others health and safety</li> <li>Escalate issues when these are identified</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>Understand information, communication and document control policies and systems, and security protocols</li> <li>Comply with policies on acceptable use of technology</li> </ul>