

# Role Description

## Technical Officer



Department of  
Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	DPI / Infrastructure, Investment and Business Excellence / Research Services
Location	Various
Classification/Grade/Band	Technical Officer Grade 1-3
ANZSCO Code	234111
PCAT Code	1119192
Date of Approval	June 2016 (updated April 2021)
Agency Website	<a href="http://www.dpi.nsw.gov.au">www.dpi.nsw.gov.au</a>

### 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.

DPI Infrastructure, Investment & Business Excellence works across the breadth of DPI and is focused on maximising the utilisation and productivity of the Department's infrastructure portfolio. Through strong partnerships (internal and external) we also identify commercialisation pathways and help shape DPI's future investments, drive innovation and promote world class scientific and research excellence. Our programs focus transforming our connections with customers through data and excellence in customer service and delivery of assistance programs through the Rural Assistance Authority.

### Primary purpose of the role

The Technical Officer is accountable for the operational farming activities undertaken. The role involves the strategic management of farming activities so as to:

- demonstrate best practice management techniques,
- facilitate research projects and trials,
- deliver commercial production outcomes
- maintaining a strong connection with local industry partners

Agriculture Research Centre enterprises are diverse and include horticulture, dry land and irrigated cropping and livestock production. The Technical Officer provides an essential link between management, research staff, local office staff, commercial partners and farm operations

## Key accountabilities

- Plan and manage all farm operations including cropping and livestock programs and resource management
- Lead and manage contractors to work in accordance with Departmental standards
- Establish and maintain relationships with stakeholders for the purposes of development and implementation of operational plans
- Utilise farming expertise to guide and inform research and commercial activities
- Develop and oversee farm maintenance and security programs
- Develop and manage farm budgets and records relating to farming operations and provide reports and analysis of operations and activities
- Market farm produce to best advantage
- Comply with work standards according to the level of appointment in the Technical Officer Merit Progression Guidelines

## Key challenges

- Balancing competing demands for resource allocation to ensure objectives are achieved
- Tailoring communication to diverse stakeholders
- Balancing the interests of researchers, best practice farming and commercial interests

## Key relationships

Who	Why
<b>Internal</b>	
Cluster manager	Provide information, reports and analysis on farm operations and activities. In consultation, develop budgets and monitor farm income and expenditure
Business and Research Operations Branch staff and other Departmental staff	Work collaboratively to achieve business outcomes
Researchers	Discuss and coordinate farm plans and activities
<b>External</b>	
Contractors	Employ and manage contractors to complete specified duties
Suppliers, customers, agents	Negotiate the supply, purchase and sale of goods, livestock and produce

## Role dimensions

### Decision making

- Authorised to make all decisions relating to farm planning, resource allocation and emergency response, within agreed parameters
- Allocates work to farm staff and contractors and monitors progress
- Manages staff, contractor and visitor compliance with WHS legislation

## Reporting line

Cluster Manager

## Direct reports

Nil

## Budget/Expenditure

Authorisation for expenditure of allocated project resources under applicable Departmental delegation

## Essential requirements

- Qualifications in accordance with Part 2 (xviii) of the Crown Employees (Department of Industry) Technical Staff Award
- Demonstrated experience in livestock husbandry, cropping and pasture management systems
- Valid driver's licence

## Capabilities for the role


The [NSW public sector 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			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Behave in an honest, ethical and professional way</li><li>• Build understanding of ethical behaviour</li><li>• Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation</li><li>• Speak out against misconduct and illegal and inappropriate behaviour</li><li>• Report apparent conflicts of interest</li></ul>	Foundational

 <p>Relationships</p>	<p><b>Commit to Customer Service</b></p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Recognise the importance of customer service and understanding customer needs</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services that 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> <li>• Recognise that customer service involves both external and internal customers</li> </ul>	<p>Foundational</p>
 <p>Results</p>	<p><b>Demonstrate Accountability</b></p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<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> <li>• Follow government and organisational record-keeping requirements</li> </ul>	<p>Foundational</p>
 <p>Business Enablers</p>	<p><b>Technology</b></p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Display familiarity and confidence when applying technology used in role</li> <li>• Comply with records, communication and document control policies</li> <li>• Comply with policies on the acceptable use of technology, including cyber security</li> </ul>	<p>Foundational</p>
 <p>People Management</p>	<p><b>Manage and Develop People</b></p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> <li>• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Look for ways to develop team capability and recognise and develop individual potential</li> <li>• Be constructive and build on strengths by giving timely and actionable feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolving issues</li> <li>• Effectively support and manage team members who are working flexibly and in various locations</li> <li>• Create a safe environment where team members' diverse backgrounds and cultures are considered and respected</li> <li>• Consider feedback on own management style and reflect on potential areas to improve</li> </ul>	<p>Intermediate</p>

## 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 <b>Relationships</b>	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
 <b>Results</b>	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
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 <b>Business Enablers</b>	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
 <b>People Management</b>	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational