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| Role Description **General Services Officer** |  |

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| **Cluster** | Climate Change, Energy, the Environment and Water |
| **Department/Agency** | Department of Climate Change, Energy, the Environment and Water  |
| **Division/Branch/Unit** | National Parks and Wildlife Services |
| **Role number** | Generic |
| **Classification/Grade/Band** | General Services Officer 3 |
| **ANZSCO Code** | 431211 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | March 2023 (updated from July 2022; and July 2017) |
| **Agency Website** | [www.dcceew.nsw.gov.au](http://www.dcceew.nsw.gov.au) & www.nationalparks.nsw.gov.au |

*Ensuring a sustainable NSW through climate change and energy action, water management, environment and heritage conservation and protection.*

**Who we are**

The NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW) works to protect the state’s environment and heritage. It leads the way on climate change, driving the sustainable transition to a net zero economy, powered by affordable, reliable, and clean energy.

NSW DCCEEW conserves and protects the state’s natural environment. It manages the NSW national park estate, including its rich and diverse biodiversity and Aboriginal cultural heritage for future generations. DCCEEW also ensures sustainable management of water resources across the state, to support the environment, communities and industry.

We acknowledge the ongoing custodial responsibilities of the Aboriginal peoples of NSW to care for Country and water and are committed to establishing meaningful partnerships with Aboriginal peoples in the management of the environment.

# National Parks & Wildlife Service overview

National Parks & Wildlife Service (NPWS) is one of the world’s oldest and most respected national parks agencies.  We manage more than 890 national parks and reserves, covering over 7.6 million hectares or 9.5% of the landmass of NSW ranging from rainforests and towering eucalypt forests to rich woodlands, spectacular deserts and precious alpine systems. We deliver effective conservation for our biodiversity and cultural heritage and provide world class visitor experiences for the whole community to enjoy. We carry out fire management, threatened species conservation, land and infrastructure management, sustainable tourism and visitation, and research and education programs. We work together with Aboriginal communities to manage and protect our parks on behalf of the people of NSW.

## Primary purpose of the role

Undertake maintenance, hygiene duties of the facilities, grounds and assist with customer service delivery.

## Key accountabilities

* Maintain and undertake repairs of grounds (including gardens and car parking areas) and visitor facilities (including pools, BBQ areas and walkways), camping sites (including cabins), buildings (including amenities/ laundry blocks) and other structures.
* Maintain and undertake general support duties across the park precinct which may include additional duties such as providing customer and accommodation services.
* Ensure regular maintenance of plant and equipment (including portable fire appliance) and ensure tools are sorted and stored neatly.
* Responsible for rubbish removal including hygiene duties and cleaning of facilities in accordance with standard procedures.
* When required assist with Park Use Fee collection, counting and reconciliation; sell shop merchandise, annual parks passes & accommodation bookings using a cash register, EFTPOS and Microsoft Word/Excel.
* Maintain facilities to provide safe access for visitors and staff, and to protect Environment and Heritage assets and report any damage to the Manager.
* Assist with the administration tasks of the Park including maintaining basic plant & equipment records, purchase and replace consumable items, maintain log sheets and attendance records.

## Key challenges

* Develop and prioritise daily work schedules within agreed guidelines and work programs, referring non-routine matters to the Supervisor for a decision and the ability to fit into a team situation and work routines.
* Sound time management and the ability to be flexible are valuable skills, especially in dealing in a sometimes-unpredictable work environment with busy periods, particularly in high visitation times.
* Balance the delivery of maintenance and hygiene duties while assisting and providing support for customer service operations to ensure quality visitor experience outcomes within the operation.

## Key relationships

**Internal**

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| Who | Why |
| Site/Area Manager/ Supervisors/Team Leaders | * Provides management support, receive broad guidance, provide advice and exchange information.
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| CED/NPWS Staff | * Provide advice and professional support in respect to the application of best
* practice and policy in relation to appropriate operational duties.
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**External**

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| Who | Why |
| Park visitors, members of the public, potential commercial operators | * Advises on a wide variety of aspects of the operation of the organisation in accordance with established procedures.
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## Role dimensions

### Decision making

The role works under supervision on allocated tasks and has some capacity to negotiate work flow, assists supervisor with routine tasks and procedures but is required to use initiative within established
Policies and operational guidelines.

### Reporting line

The General Service Officer reports to the delegated Manager, Supervisor or Team Leader of the operation. At times the position will also report to other senior positions as directed.

### Direct reports

Nil.

### Budget/Expenditure

Nil.

## Essential requirements

* Ability to obtain relevant Chemical Users certification.
* Ability to obtain or current Senior First Aid certificate.
* Demonstrated Experience in cash handling procedures with ability to operate EFTPOS facilities.
* Current drivers’ licence.
* Current working with children checks.

## 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** |
| personal-attributes | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Be willing to develop and apply new skillsShow commitment to completing assigned work activitiesLook for opportunities to learn and developReflect on feedback from colleagues and stakeholders | Foundational |
| relationships | **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 |
| results | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | Ask questions to explore and understand issues and problemsFind and check information needed to complete own work tasksIdentify and inform supervisor of issues that may have an impact on completing tasksEscalate more complex issues and problems when these are identifiedShare ideas about ways to improve work tasks and solve problemsConsider user needs when contributing to solutions and improvements | Foundational |
| business-enablers | **Project Management**Understand and apply effective planning, coordination and control methods | Understand project goals, steps to be undertaken and expected outcomesPlan and deliver tasks in line with agreed project milestones and timeframesCheck progress against agreed milestones and timeframes, and seek help to overcome barriersParticipate in planning and provide feedback on progress and potential improvements to project processes | 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.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Foundational |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |