

Role Description

Field Officer Grade 3-4



Cluster	Climate Change, Energy, The Environment and Water
Agency	Department of Climate Change, Energy, the Environment and Water (DCCEEW)
Division/Branch/Unit	National Parks and Wildlife Service/ Park Operations
Location	Various
Classification/Grade/Band	Field Officer Grade 3-4
ANZSCO Code	234314
Role Number	Generic
PCAT Code	1119192
Date of Approval	Jan 2023 (updated May 2023 and Jan 2024)
Agency Website	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

Undertakes construction, maintenance and improvements to park assets within NPWS parks and reserves, maintains heritage buildings and structures. Undertakes pest, weed and fire management activities including those in remote areas. Operates and maintains plant and equipment.

The role responds to visitor enquiries and may undertake compliance activities and contributes to ensuring departmental obligations and aims are met through the enhancement and preservation of the natural and cultural heritage values of parks. Performs works programs and conducts inspections of potential safety hazards to ensure that the public has access to appropriately maintained and safe recreational facilities.

Key accountabilities

- Maintains and improves park assets including, but not limited to, visitor facilities, buildings, roads, fire trails, camping areas, accommodation facilities, parking areas, historic sites, and recreational infrastructure and fencing to ensure safe access and maintain asset condition.
- Performs pest and weed programs, including those in remote areas with minimal supervision, to protect park values and manage potential impacts on park neighbours, involving the use of pesticides, chemicals and firearms subject to training and certifications.
- Constructs, installs and monitors the condition of park assets including walking, mountain bike and horse riding tracks, roads, management trails and visitor facilities in accordance with relevant competencies and plans, specifications and guidelines.
- Conducts routine maintenance and servicing of parks and visitor facilities including rubbish removal, cleaning, hygienic duties, site preparation for events and traffic control.
- Performs fire management programs and participates in wildfire response at a level of crew member level or above to protect public safety, property and park values, subject to training and certifications. May be required to participate in incident responses.
- Performs rehabilitation, restoration and threatened species management programs to conserve and maintain park values and assets and undertake associated administrative activities and contributes to the collection and compilation of data that supports their role.
- Participates in visitor safety activities including search and rescue and events subject to training and certification.
- Operates and maintains potentially hazardous plant and equipment including hand tools, powered tools, spray units, water pumps, chainsaws, all-terrain vehicles, four-wheel drives and appropriate plant.

Key challenges

- Ensuring all work is undertaken with a commitment to the agency's statutory obligations to care and maintain visitor facilities, park assets and the natural and cultural heritage values of parks.
- All duties, including manual handling, are performed in accordance with the agency's safe working procedures and the Workplace Health and Safety Act.
- Working alone or with a low level of supervision in certain circumstances and exercising initiative when working in remote locations, within agreed work programs.

Key relationships

Who	Why
Internal	
Supervisor	Receive broad guidance, provide input/information to the supervisor to assist in the determination of work priorities.
Other field staff	May be required to operate in, or temporarily lead, a team with field staff including those from other operational areas. Provides on the job guidance and mentoring for less experienced field staff.
Other internal staff	Primarily with other staff within the Region/Area on matters such as work programs and priority setting. Often required to provide practical advice to other staff on a range of park use issues.
Contractors	Guide contractors on specific projects and activities, to appropriate level of skills, knowledge and grade.
External	
Park Visitors / General Public	Needs to be well informed about the resources of the park and be able to communicate this to the public. Liaise with neighbouring properties and with providers of goods and services, to facilitate a better working relationship. Sensitivity to local cultural issues is especially required when communicating with Aboriginal communities. Provide information and advice to park visitors in respect to natural and cultural heritage, park facilities, park usage and related issues to facilitate customer relations. At times, may be required to collect campground fees and take bookings.
Other Government Departments	Liaise with officers of other government departments such as the Roads and Maritime Service, NSW Police, Rural Fire Service, Local Land Services and local councils as appropriate.

Role dimensions

Decision making

The role is expected to exercise delegated authority for compliance to appropriate level of knowledge, skills and experience as necessary to ensure appropriate use of agency facilities and the protection of natural and cultural resources. The role also makes decisions on a day to day basis regarding the utilisation of equipment to suit work needs.

Reporting line

Supervision of ordinary duties will be administered in the line of Senior Field Supervisor / Field Supervisor / Senior Field Officer.

Direct reports

Nil, may oversee field staff, contractors and volunteers in the delivery of specific projects or operations under supervisor's direction.

Budget/Expenditure

Not applicable

Essential requirements

- Current Australian Class C Drivers licence or equivalent and four-wheel driving certification. An MR licence is required to progress to Grade 4.
- Demonstrated ability and experience to carry out all duties safely and ability to obtain relevant SafeWork NSW certification to appropriately operate and maintain a range of plant and equipment, including but not limited to conditionally registered vehicles, watercraft, lifting apparatus and road maintenance plant as well as the ability and willingness to obtain a First Aid certificate.

- Certification, or ability to obtain certification within the probationary period (up to 12 months) in operating a chainsaw to crosscut and basic tree felling standard; ability to operate two-way radio.
- Ability to carry out frontline firefighting duties and support roles including ability to obtain and maintain certification as a crew member or higher, within the probationary period (up to 12 months), and a willingness to fly in light aircraft.

This is a physically active role suited to candidates of all genders who are fit, enjoy working outdoors as part of a team, and are eager to learn and develop the skills and qualifications needed to contribute toward improving and maintaining some of NSW's most precious natural places.

Field Officer applicants must meet the requirements of a firefighting medical which is inclusive of a clearance to undertake frontline firefighting roles. The applicant must pass the task based fitness assessment to a moderate level within the probationary period (up to 12 months) and annually thereafter.

Capabilities for the role


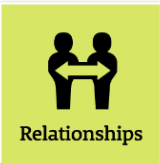
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult 	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary 	Intermediate

FOCUS CAPABILITIES












Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Write and prepare material that is well structured and easy to follow Communicate routine technical information clearly 	
 <p>Relationships</p>	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others 	Intermediate
 <p>Results</p>	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> Identify the facts and type of data needed to understand a problem or explore an opportunity Research and analyse information to make recommendations based on relevant evidence Identify issues that may hinder the completion of tasks and find appropriate solutions Be willing to seek input from others and share own ideas to achieve best outcomes Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> Display familiarity and confidence when applying technology used in role Comply with records, communication and document control policies Comply 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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	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
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	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