

Role Description

Manager Branch Programs



Planning &
Environment

Cluster	Climate Change, Energy, the Environment and Water
Agency	Department of Climate Change, Energy, the Environment and Water
Group/Division/Branch/Unit	Environment & Heritage / National Parks & Wildlife Service / Park Operations Division / Park Operations Branches
Location	Various
Classification/Grade/Band	Clerk Grade 11/12
Role Number	Generic
ANZSCO Code	139912
PCAT Code	1119192
Date of Approval	July 2023 (updated March 2022; June 2021; and July 2017)
Agency Website	www.dpie.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

Lead and manage a Unit in the development, planning and implementation of key operations branch programs and translate strategies into operational outcomes to contribute to support the achievement of NSW Government and corporate outcomes.

Key accountabilities

- Lead and manage a team to deliver strategic program outcomes within an Operations Branch across pest and weed control, threatened species and environmental restoration, visitor and recreation, fire management, interpretation and education, community engagement, historic heritage and Aboriginal joint management.
- Lead, the development, implementation and review of operational and strategic plans at a branch level and influence corporate priorities, strategies and programs to ensure the department meets legislative and operational requirements.
- Identify and respond to a range of critical issues impacting the operational environment of the branch by developing and equipping project teams to achieve stated outcomes.
- Manage resources effectively, including appropriate resource and skill allocation to ensure the Branch workforce is structured to maintain optimal capability and flexibility for fire and other incident planning, coordination and response to protect life, property and the natural, cultural and recreational values of parks and reserves.
- Develop and communicate management plans, work schedules, programs and other operational frameworks to ensure that department's capacity to protect and conserve assets and values is maximised.
- Provide expert advice on the development, planning and implementation of branch programs including identifying operational issues, risks and opportunities to inform high level decision making and planning activities within the organisation.
- Monitor the capture of information and data, and ensure information systems are maintained and operational, to deliver high quality reporting and to support evidence based decisions.
- Ensure that the diverse range of operational activities across the Branch are undertaken safely, leading a strong safety culture by example, and ensuring compliance with the department's Risk Management System, and all legislative, regulatory and statutory requirements.

Key challenges

- Manage and contribute to strategic and operational planning and decision making at the branch level, including maintaining knowledge of developments relevant to conservation, environmental management and visitation.
- Maintain knowledge of relevant legislation, natural and cultural heritage conservation and visitor experience issues, and apply this within a framework of defined policies, practices and procedures.
- Maintain and develop relationships with staff across other Park Operations and Park Programs branches to collaborate, share knowledge and resources, and ensure a consistent approach to manage and delivering work.

Key relationships

Who	Why
Internal	
Director/Supervisor	<ul style="list-style-type: none">• Receive guidance and support and exchange information.
Team	<ul style="list-style-type: none">• Lead, support, manage and provide guidance and advice on all matters related to the team's responsibilities.
Agency Staff/Other Staff	<ul style="list-style-type: none">• Work collaboratively to contribute to achieving business outcomes.
External	
Stakeholders/clients	<ul style="list-style-type: none">• Develop and maintain effective relationships with stakeholders and explore collaborative opportunities and other partnerships to increase volunteer and community participation and engagement and promote the products, services and programs of NPWS.

Role dimensions

Decision making

The Manager, Branch Programs operates with a high level of autonomy and is expected to determine key operational objectives in consultation with the Director. It is responsible for the day to day management of staff, including assigning work and reviewing performance objectives.

The role is required to exercise authority and make independent decisions, whilst ensuring it collaborates with stakeholders to gather a diverse range of information and views prior to making decisions. The role is fully and individually accountable for the quality, integrity and validity of advice provided, and for the successful delivery of projects/programs on time and within budget.

The Manager, Branch Programs consults with the Director on issues that are controversial, sensitive, may have adverse ramifications or cause significant variations to projects and programs.

Reporting line

The role reports to the allocated Branch Director.

Direct reports

There are up to nine (9) direct reports.

Budget/Expenditure

TBC

Essential requirements

- Demonstrated knowledge and extensive experience in conservation, heritage, asset and land management, visitor experience, and community consultation.

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

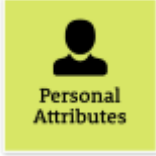


business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

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
 <p>Personal Attributes</p>	<p>Act with Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines 	Advanced
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Determine how outcomes will be measured and guide others on evaluation methods Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control business unit output to ensure government outcomes are achieved within budgets Progress organisational priorities and ensure that resources are acquired and used effectively 	
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> Prepare and review project scope and business cases for projects with multiple interdependencies Access key subject-matter experts' knowledge to inform project plans and directions Design and implement effective stakeholder engagement and communications strategies for all project stages Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning Develop effective strategies to remedy variances from project plans and minimise impact Manage transitions between project stages and ensure that changes are consistent with organisational goals Participate in governance processes such as project steering groups 	Advanced
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> Refine roles and responsibilities over time to achieve better business outcomes Recognise talent, develop team capability and undertake succession planning Coach and mentor staff and encourage professional development and continuous learning Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives 	Advanced

FOCUS CAPABILITIES

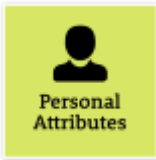




Capability group/sets	Capability name	Behavioural indicators	Level
	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	<ul style="list-style-type: none"> Promote change processes and communicate change initiatives across the team or unit Accommodate changing priorities and respond flexibly to uncertainty and ambiguity Support others in managing uncertainty and change 	Intermediate

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Advanced
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept

