

Role Description

Natural Resource Officer



Cluster	Planning, Housing and Infrastructure
Agency	Department of Planning, Housing and Infrastructure
Division/Branch/Unit	Crown Lands and Public Spaces / Crown Lands
Location	Various
Classification/Grade/Band	Departmental Officer Grade 3/4
Role Family <i>internal use only</i>	Bespoke/ Administrative and Executive Support/Support
ANZSCO Code	234311
PCAT Code	1119192
Date of Approval	July 2024 (previous 24 November 2015; June 2019; July 2020; April 2021; May 2022; April 2024)
Agency Website	https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure

Agency Overview

The Department of Planning, Housing, and Infrastructure (DPHI) improves the liveability and prosperity of NSW. To achieve this, we:

- create vibrant, productive spaces and precincts;
- manage lands, assets and property effectively; and
- deliver affordable and diverse housing.

We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities, and entities.

The Crown Lands and Public Spaces Group within DPHI includes Crown Lands, Aboriginal Outcomes, Cemeteries and Crematoria, Placemaking NSW, Greater Sydney Parklands and the Botanic Gardens of Sydney. The group has a collective responsibility for the stewardship of public lands, assets and special places across the state to provide public access, use and value, and improve quality of life for the people of NSW.

Primary purpose of the role

The role is responsible for undertaking natural resource management activities and providing a range of administrative and records management services to support the operation of the branch.

Key accountabilities

- Act as a point of contact to ensure enquiries are addressed, resolved and/or re-directed for resolution while dealing tactfully with people and agency staff at all levels.
- Provide appropriately balanced and timely information and advice to external clients, such as landholders, licensees, Local Government, solicitors and other State agencies on property management and natural resource issues.



- Undertake routine land management activities including field inspections, assessments and report writing to ensure compliance with lease or license conditions.
- Assist in undertaking hazard reduction activities including, the review and analysis of site imagery regarding bush fire, pest and weeds to mitigate the public liability risk on the Crown Estate.
- Undertake a range of administrative tasks including records management and data base maintenance.
- Prepare and review documents, including those associated with draft leases, licenses and contractor engagement.
- Support staff and managers in natural resource management, environmental and land management projects.

Key challenges

- Undertaking field work in all conditions and terrains.
- Providing standard and accurate reports for inspections and outcomes achieved in the field.
- Effectively managing and prioritising tasks to achieve targets in a high workload environment.

Key relationships

Who	Why
Internal	
Group Leader Property Management	<ul style="list-style-type: none"> • Provide regular updates and information on natural resource and land management issues.
Staff and work teams	<ul style="list-style-type: none"> • Provide appropriately balanced and timely advice and information on property management issues.
Staff from other agencies	<ul style="list-style-type: none"> • Share information and consult with relevant staff at all levels on a range of matters.
External	
External stakeholders/clients	<ul style="list-style-type: none"> • Provide timely, consistent and effective frontline client service to stakeholders and clients.

Role dimensions

Decision making

- Plan daily work and tasks, both in the office and when out in the field.
- Makes sound decisions when out in the field, compliant with departmental policies, WH&S regulations and policies.

Reporting line

Group Leader, Property Management

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in Environmental Sciences or equivalent level of industry knowledge and experience.
- Current C Class Drivers licence and willingness to travel.

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	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 • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers • Recognise 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	<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
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others' health and safety • Escalate issues when these are identified • Follow government and organisational record-keeping requirements 	Foundational

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	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	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
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	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	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Business Enablers	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