Department of Natural Resources and Environment Tasmania

**Statement of Duties**

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| **Position title** | Manager, Tourism Projects and Programs |
| Position number | 707414 |
| Division/Business Unit/Branch | Parks and Wildlife Service / Tourism, Experience and Visitor Services / Tourism, Projects and Programs |
| Award/Agreement | Tasmanian State Service Award |
| Classification | General Stream, Band 8 |
| Position Status | Fixed Term |
| Full Time Equivalent (FTE) | 1.0 FTE (minimum 0.80 FTE, by negotiation) |
| Ordinary hours per week | 36.75 hours (minimum 29.40 hours, by negotiation) |
| **Location** | Hobart, Launceston or Ulverstone |
| Reports to | Director (Tourism, Experiences and Visitor Services) |

**Position Purpose**

The purpose of the role is to support the Tourism, Experiences and Visitor Services Branch in its operational activities, in managing the technical oversight and provision of specialist advice in the policies, planning, procurement and delivery of experiences required for various visitor and tourism related projects and programs within the Parks and Wildlife Service (PWS).

**Major Duties**

* Manage the human, physical, financial and information resources of the section, in accordance with contemporary practices and Departmental policies and procedures.
* Provide high level policy and technical advice for the, planning and delivery of experiences required for various visitor and tourism related projects and programs within the PWS.
* Lead the development and implementation of policies, strategies and procedures to ensure effective and efficient delivery of tourism and visitor related experiences consistent with Agency objectives.
* Lead and manage the performance and development of staff within the Tourism Projects and Programs area – including visitor monitoring, installations, and project managers, as appropriate.
* Research and provide advice, training and mentoring to staff, including senior staff, within the PWS on matters related to developing sustainable visitor experiences.
* Provide high-level project management to ensure the delivery of projects and related activities in accordance with approved plans.
* Maintain appropriate control over allocated budgets and ensure effective budget management are in accordance with Departmental policy and guidelines.
* Develop and maintain effective liaison and consultation with all stakeholders including the PWS staff, steering committees, community and industry on the projects and programs status as well as provide briefings and presentations for the projects and programs.
* As a member of the Parks and Wildlife Service Leadership Group, contribute to the overall policy, strategic planning, effective management and future directions of the Parks and Wildlife Service Division.
* Develop and maintain effective networks with other Park Management Agencies, State and Commonwealth Government, industry and regional communities to keep abreast of best practice in the development and delivery of sustainable visitor experiences.

**Responsibility, Decision Making and Direction**

As a Senior Manager, the occupant of the position is:

* accountable for the performance and development of staff within the Tourism Projects and Programs Section and is responsible for regularly reviewing the performance of supervised staff against agreed performance objectives, milestones and measures;
* responsible for the efficient and effective operation of the function or program requiring budget management, optimal use of resources and maintaining and/or modifying strategy and policy, administrative processes and research projects. This includes planning future activities, negotiating for appropriate resources and determining measures for accountability;
* expected to demonstrate a high degree of initiative and judgement in providing timely, high level advice to senior management and will be expected to manage allocated projects and coordinate sub-projects and to achieve objectives within agreed project timeframes; and
* responsible for the development of strategy, policy or program implementation especially with regard to new tourism developments (including the state Government Expression of Interest (EOI) program) - with responsibility shared with relevant specialists and executive management; and
* ensuring a safe working environment by complying with relevant Work Health and Safety (WHS) legislation, codes of practice and policies, procedures and guidelines issued under the Department’s WHS Management System and for promoting the principles of managing diversity.

The decision making and direction in relation to the role are that:

* reports directly to the Director (Tourism, Experience and Visitor Services);
* has considerable operational autonomy with operational direction according to government policy and broad corporate objectives.

**Knowledge, Skills and Experience (Selection Criteria)**

1. High level knowledge, expertise and extensive experience in the development and delivery of sustainable visitor experiences – including visitor monitoring programs, interpretive installations, policy development and project management
2. Highly developed managerial skills and demonstrated capacity to manage human, physical, financial and information resources. A sound knowledge and understanding of contemporary project management and business planning.
3. Demonstrated leadership qualities, including the ability to motivate and gain the co-operation of others in the achievement of challenging, difficult and sometimes conflicting objectives. The ability to foster team environment and to monitor efficiency and effectiveness leading to continuous improvement in workplaces.
4. Excellent communication, representation, negotiation and conflict resolution skills. Demonstrated ability to develop productive relationships with specialists and stakeholders in various fields and to share ideas to resolve problems.
5. Highly developed conceptual and reasoning skills. Flexibility, creativity and innovation regarding the implementation of government and organisational strategy and policy and the integration of relevant solutions from diverse disciplines or fields.
6. Demonstrated capacity to plan, organise, schedule and deliver own outputs and those of a team and to modify approaches and adapt to new strategic direction.

**Position Requirements**

Desirable Qualifications and Requirements

* Substantial experience and/or qualifications in visitor management, tourism within protected areas, or equivalent, relevant to the nature of the work to be undertaken.

**About Us**

**The Department of Natural Resources and Environment Tasmania (NRE Tas)** is responsible for the sustainable management and protection of Tasmania’s natural and cultural assets for the benefit of Tasmanian communities and the economy. The Department’s activities guide and support the use and management of Tasmania’s land and water resources and protect its natural and cultural environment. The Department is also responsible for delivering the services that support primary industry development and the protection of the State’s relative disease and pest-free status.

Under Tasmania’s emergency management arrangements NRE Tas is the management authority (lead agency) for various aspects of the management of biosecurity emergencies (includes exotic animal, plant and marine disease and pest emergencies), fire in national parks and other reserves, and sea inundation from storm surge. In regard to those types of emergency prevention, preparedness and response activities are core business of this agency and potentially may involve all staff in some way.

The Department’s website at [www.nre.tas.gov.au](http://www.nre.tas.gov.au) provides more information.

# **Working Environment**

# Employees work within an environment that supports safe work practices, diversity and equity with employment opportunities and ongoing learning and development. We are committed to valuing and respecting each other as colleagues and peers. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We do not tolerate discrimination, harassment or bullying in the workplace.

# NRE Tas has a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

# There is a strong emphasis on building leadership capacity throughout NRE Tas.

# The expected behaviours and performance of the Department’s employees and managers are enshrined in the *State Service Act 2000* through the State Service Principles and Code of Conduct. These can be located at [www.dpac.tas.gov.au/divisions/ssmo](http://www.dpac.tas.gov.au/divisions/ssmo).

# **Special Employment Conditions**

Some interstate and intrastate travel may be required. Some remote area work may be required from time to time.