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| **Cluster** | Climate Change, Energy, The Environment and Water |
| **Agency** | Department of Climate Change, Energy, the Environment and Water (DCCEEW) |
| **Division/Branch/Unit** | National Parks & Wildlife Service |
| **Location** | Various |
| **Classification/Grade/Band** | Senior Field Supervisor Grade 3 |
| **Role Number** | Generic |
| **ANZSCO Code** | 899999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 2018 (July 2021; May 2022; Sept 2022, Jan 2024) |
| **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

Manages the planning, development, implementation, management and delivery of approved works, projects and maintenance programs ensuring completion within required deadlines, quality, environmental and construction and safety standards and at or below approved budgets. Co-ordinates works program planning and reporting across the area and monitors and reports on works program expenditure. Lead and supervise field staff across a wide geographic area.

The Team Leader, Field Operations (Senior Field Supervisor 3) roles are covered by the Australian Workers Union under the Crown Employees (Department of Planning, Industry and Environment – National Parks and Wildlife Service) Field Officers and Skilled Trades Salaries and Conditions 2021.

# Key accountabilities

* Coordinate strategic planning for the development and management of effective annual works programs including, but not limited to, the construction, upgrading and maintenance of roads, tracks and fire trails, directional and interpretive signage, walking tracks, visitor facilities, and works for the protection and rehabilitation of natural and cultural heritage assets.
* Manage the delivery of assigned works projects including planning, scoping, stakeholder consultation, resourcing and key milestone reporting ensuring completion within required deadline, quality standards and at or below budget. Oversee the work performed by contractors to ensure work is allocated appropriately and works programs are completed effectively, achieving required quality, work health and safety and procurement standards and specifications, on-time and within budget.
* Lead, and supervise field staff including allocating work, monitoring and appraising performance and facilitating their ongoing professional development to ensure they are capable of delivering high quality services.
* Contribute to the planning, development and delivery of asset construction, enhancement and maintenance, using the Asset Management System, and prepare and contribute to the preparation of individual project plans, submissions, budgets, designs and technical specifications. Coordinate and apply available resources to ensure park assets are constructed and maintained to agency standards.
* Monitor and report project expenditure against budget and audit works programs including collecting and compiling data to ensure works are completed in accordance with procurement guidelines, approved plans, specifications, prescriptions and budgets. Ensure that data and information is accurately captured and incorporated into systems such as the asset maintenance system.
* Ensure that field staff have appropriate competencies and provide appropriate supervision and direction to ensure staff are performing to the Agency’s standards - including ensuring appropriate training and succession planning - and access to equipment for firefighting capability.
* Coordinate and support the implementation of the area’s fire, feral animal and pest plant programs in line with branch priorities and plans, and participate in the development of these programs; Ensure that all fire assets within the Area are maintained in accordance with agency standards including the readiness, maintenance and deployment of physical and non-physical assets.
* Contribute to the development of major and minor plant and vehicle replacement programs, and ensure the plant and vehicle fleet is maintained to appropriate standards. Arrange the purchase and procurement of necessary materials and purchase and disposal of plant, vehicles and equipment. Ensure compliance with relevant Treasury procurement guidelines.
* Ensure that high safety standards are maintained in area works and maintenance programs through strong safety leadership and compliance with the Department’s Risk Management System. Ensure that works are compliant with legislative, statutory and policy requirements including but not limited to chemical handling practices, 1080 handling and firearms storage.

Key challenges

* Identifying and pursuing appropriate cultural change support to drive in team performance, service delivery, resource and priority allocation in a complex, geographically and functionally diverse and changing environment.
* Ensuring works programs are completed to a high standard and the application of effective strategies to achieve timely and cost efficient completion of works; and maintaining ongoing collaboration with managers, rangers and field staff, regarding works and maintenance programs planning to ensure that operational plans meet priority identified needs.
* Developing and managing relationships with park neighbours, the general public, government departments and community and stakeholder groups to ensure the effective delivery of park services.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Supervisor / Manager | Receive broad guidance and support. Provide input/information to the supervisor to assist in the determination of work priorities |
| Team | Review work and proposals of team members. Actively mentor and assist with development of field staff skill levels. Provide direction and manage performance |
| Other Staff | May be required to operate as part of a team including those from other operational areas. Communicates with subordinate field staff, asset officers (where relevant) and Rangers to allocate work priorities, review work undertaken ensuring it is of a high standard and to facilitate the provisions of training |
| Contractors / Volunteers | Supervise contractors and volunteers on specific projects and activities |
| **External** |  |
| General Public | Neighbouring properties in relation to pest control, fire management and other programs and to facilitate a better working relationship. Exhibit sensitivity to local cultural issues especially 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 |
| Other Government departments | Liaise with officers of other government departments such as the Roads and Maritime Service, NSW Police, Rural Fire Service and Local Councils |
| External suppliers and contractors | Manage contracts and monitor provision of stores and equipment to ensure compliance with contracts and service agreements. Provide and gather information to resolve routine issue |

# Role dimensions

## Decision making

Acts independently within approved guidelines in leading and directing work teams engaged in approved management programs and operates independently in problem solving in the field. Exercises law enforcement authority under delegation on a needs basis in the preservation and care of natural and cultural resources and heritage and the proper use of park facilities. Makes decisions on a day to day basis regarding the utilisation of equipment to suit work needs. Accountable for the delivery of assigned works projects on time and at or below budgets

## Reporting line

Manager

## Direct reports

TBA

## Budget/Expenditure

TBA

Essential requirements

* Project management skills and experience and the ability to effectively lead teams to ensure high staff performance and standards
* Demonstrated ability to work with professional and field based staff to develop, implement and monitor programs across a broad geographic area
* Demonstrated ability to plan and prioritise competing demands that involve the planning, management and completion of works programs and construction of park/recreational facilities including capital works programs.
* Demonstrated ability to perform a fire leadership role and incident control functions or willingness to undertake appropriate training to achieve required capability.
* Current Senior First Aid Certificate and driver’s licence including four-wheel driving certificate.

*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.*

*Applicants must meet the requirements of a specific medical assessment) which is inclusive of a clearance to undertake the fitness test for firefighting fitness roles (i.e. moderate level Task-Based Assessment for Firefighters) within the 12-month probationary period, if relevant.*

*The role holder must obtain certification at the appropriate level prior to undertaking firefighting/incident control duties.*

# 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 | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
|  | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Keep up to date with relevant contemporary knowledge and practices  Look for and take advantage of opportunities to learn new skills and develop strengths  Show commitment to achieving challenging goals  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate and maintain a high level of personal motivation | Adept |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Tailor communication to diverse audiences  Clearly explain complex concepts and arguments to individuals and groups  Create opportunities for others to be heard, listen attentively and encourage them to express their views  Share information across teams and units to enable informed decision making  Write fluently in plain English and in a range of styles and formats  Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| **Work Collaboratively**  Collaborate with others and value their contribution | | Encourage a culture that recognises the value of collaboration  Build cooperation and overcome barriers to information sharing and communication across teams and units  Share lessons learned across teams and units  Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work  Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek and apply the expertise of key individuals to achieve organisational outcomes  Drive a culture of achievement and acknowledge input from others  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 | Advanced |
| **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience  Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience  Seek contributions and ideas from people with diverse backgrounds and experience  Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness | Adept |
|  | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | | Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures  Understand the impacts of funding allocations on business planning and budgets  Identify discrepancies or variances in financial and budget reports, and take corrective action  Know when to seek specialist advice and support and establish the relevant relationships  Make decisions and prepare business cases, paying due regard to financial considerations | Adept |
| **Project Management**  Understand and apply effective planning, coordination and control methods | | Understand all components of the project management process, including the need to consider change management to realise business benefits  Prepare clear project proposals and accurate estimates of required costs and resources  Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements  Identify and evaluate risks associated with the project and develop mitigation strategies  Identify and consult stakeholders to inform the project strategy  Communicate the project’s objectives and its expected benefits  Monitor the completion of project milestones against goals and take necessary action  Evaluate progress and identify improvements to inform future projects | Adept |
|  | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | | Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes  Adjust performance development processes to meet the diverse abilities and needs of individuals and teams  Develop work plans that consider capability, strengths and opportunities for development  Be aware of the influences of bias when managing team members  Seek feedback on own management capabilities and develop strategies to address any gaps  Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way  Monitor and report on team performance in line with established performance development frameworks | Adept |

# 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 | Intermediate |
| Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | 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 | Intermediate |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | 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 | Intermediate |
|  | Inspire Direction and Purpose | | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | | Manage people and resources effectively to achieve public value | Adept |
| Manage Reform and Change | | Support, promote and champion change, and assist others to engage with change | Intermediate |