Role Description
Senior Regional Conservation Officer

Cluster	Planning, Industry & Environment
Group	Environment, Energy & Science (EES)
Agency	Biodiversity Conservation Trust
Division/Branch/Unit	Regional Delivery Branch
Location	Various
Classification/Grade/Band	Environment Officer Class 9
ANZSCO Code	511112
PCAT Code	1129192
Date of Approval	July 2021
Agency Website	www.bct.nsw.gov.au

Agency overview

The New South Wales Biodiversity Conservation Trust (BCT) is a not-for-profit statutory body, established under Part 10 of the Biodiversity Conservation Act 2016 and managed by a Board appointed by the Minister for the Environment. The Trust's roles are to support and encourage landholders to enter into agreements to conserve and protect biodiversity on private land, guided by the government's Biodiversity Conservation Investment Strategy; secure biodiversity offsets when developers choose to pay into the Biodiversity Conservation Fund; and other activities that promote greater awareness of, appreciation and understanding of, biodiversity and the importance of conserving it.

Primary purpose of the role

The Senior Regional Conservation Officer works as part of a regional or specialised team to deliver BCT programs and provide expert advice, including landholder support, project management, partnership management, stakeholder engagement, education, communications, conservation assessment, compliance, and agreement management.

Key accountabilities

- Engage and collaborate with landholders seeking to enter private land conservation agreements, providing technical expert advice, pursuant to standard operating procedures under the BCT's various programs and delivery mechanisms.
- Implement effective project management by preparing and submitting high quality plans and briefs to management, priority setting, resource management, evaluation, timely status reporting, and delivery within scope, budget and timeframes.
- Act as the contact for assigned landholders and provide effective and efficient ongoing landholder support, including site visits, technical advice, resolving issues, agreement monitoring, and facilitating access to funding.

- Conduct field-based assessments of land; use spatial tools and software to enter spatial information and produce maps for inclusion in agreements; contribute technical and/or ecological knowledge to assist landholders develop and/or deliver management plans for PLC agreements.
- Work collaboratively with ecologists and other regional and state-wide staff to provide technical advice, build capacity and foster skills transfer and knowledge exchange to landholders and a range of internal and external stakeholders regarding the management of protected areas, and the conservation and management of biodiversity generally.
- Collaborate with internal and external stakeholders in to ensure the effective delivery of the BCT's programs, delivery mechanisms, projects and partnerships.
- Deliver effective customer service, stakeholder engagement and communications; and support education activities.
- Manage assigned PLC agreements and assist to implement the BCT's Compliance Policy where needed.

Key challenges

- Engendering landholder acceptance and engagement of BCT programs, to ensure landholders are meeting their agreed and funded conservation responsibilities.
- Working in geographically dispersed team and playing a key role in the coordinated delivery of state-wide and high quality programs.
- Understanding the complexities of the BCT's operating environment within the NSW Government's biodiversity reforms, and with respect to other providers of environment and natural resource management (NRM) programs, and delivering effective programs in that context.

Key relationships

Who	Why
Internal	
Regional Manager/Supervisor	• Receive guidance, provide expert advice, implement key operational priorities and exchange information.
Branch/Unit/team	• Work collaboratively to contribute to achieving business outcomes. • Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing. • Provide expert advice and guidance.
Client/customer	• Address queries and/or redirect to relevant party for review and resolution.
External	
Customer/clients/stakeholders	• Address queries and/or redirect to relevant party for review and resolution. • Develop and maintain effective relationships with landholders and other stakeholders. • Provide advice and guidance to stakeholders.

Role dimensions

Decision making

The role operates with some level of autonomy within the context of their agreed work plan. The role is accountable for the quality, integrity and accuracy of content of advice provided. The role is directed by its

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supervisor/manager on work priorities, complex issues and all matters requiring a higher authority to determine and resolve issues.

Reporting line

Role reports to Regional Manager, Regional Team Leader or allocated supervisor.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

- Relevant tertiary qualification and/or experience in natural resource management or biodiversity
- Demonstrated ability to use Geographic Information Systems software to develop, manage, query and display spatial data relevant to property level management plans.
- A current driver's 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	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
Relationships	**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
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
Results	**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
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• 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.

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Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	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	Intermediate
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	Intermediate
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	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	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 project planning, coordination and control methods	Intermediate

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