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| **Cluster** | Climate Change, the Environment, Energy and Water  |
| **Agency** | Department of Climate Change, the Environment, Energy and Water (DCCEEW) |
| **Division/Branch/Unit** | National Parks and Wildlife Service  |
| **Location** | Hurstville |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | Generic |
| **ANZSCO/OSCA Code** | 132411/ 551132 |
| **PCAT Code** | 3211492 |
| **Date of Approval** | July 2017, updated March 2025 |
| **Agency Website** | [www.dcceew.nsw.gov.au](http://www.dcceew.nsw.gov.au) and [www.npws.nsw.gov.au](http://www.npws.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 comprising over 2,200 FTE.  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 are one of four firefighting agencies in NSW and operate an aviation fleet, protect and conserve nature and threatened species, undertake feral animal and weed control, manage land and infrastructure, promote sustainable tourism and  host over 50 million visits a year, undertake research and education programs, and lead cross-agency initiatives. We work together with Aboriginal communities to manage and protect our parks on behalf of the people of NSW.

Primary purpose of the role

Plan, coordinate, manage and deliver a range of events of strategic, state-wide significance across the resources of the NPWS and partner organisations to meet the organisation’s goals and increase visitation, community involvement, and commercial and leisure / recreational activities.

# Key accountabilities

* Prepare, coordinate and produce event management plans, event briefs and briefing notes in support of new and established initiatives and activities for public events.
* Develop and manage project, risk and operational event plans that detail processes, schedules, budgets, resource and logistics requirements, along with programming and stakeholder management consultation processes to ensure the delivery of successful public events.
* Lead, motivate and develop the team’s professional and technical capabilities and meet agreed performance outcomes as defined in corporate, strategic and business plans.
* Lead NPWS multi-disciplinary project teams to ensure a coordinated and timely approach to delivery of public events, including convening, chairing and participating in meetings with internal and external stakeholders as required.
* Develop and maintain effective partnerships with private sector and other Government agencies involved in events, marketing and promoting tourism in NSW, utilising knowledge and information on event providers and understanding event trends and activities.
* Establish and monitor milestones and performance indicators, report on progress, undertake detailed analysis, evaluate event outcomes and make recommendations for improvements to future events and projects.
* Input into NPWS wide project teams and project-related submissions that could impact on event management requirements and third party hire agreements, taking appropriate action or if necessary preparing recommendations for the manager or division.
* Establish and maintain relationships with event and venue stakeholders and identify opportunities to attract new business, events and positive public attention to events and activations on National Parks and Reserves.
* Manage systems and processes, monitor team expenditures and forecasts and ensure appropriate allocation of resources and the establishment of rigorous governance systems to ensure effective fiscal and resource management of projects and the team.
* Monitor and review work performance, provide leadership, guidance and promote learning and development opportunities, to ensure staff can achieve high levels of service and promote a collaborative, customer focused culture that identifies and responds to customer and stakeholder expectations.

Key challenges

* Provide expert advice to senior management on issues that are controversial, sensitive, or which may have adverse political ramifications; and on proposals for significant variations to planned campaigns and events, where new and emerging circumstances may require a change of strategic direction.
* Keep up to date with current trends, especially as they relate to conservation, park management or cultural heritage based events.
* Managing multiple large and complex events concurrently; prioritising, multi-tasking and working to tight deadlines as well as overseeing all planning, operations and logistics to benchmark event industry standard.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Manager/Supervisor | * Receive guidance and support, provide advice and exchange information.
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| Work team/other staff | * Work collaboratively to contribute to achieving business outcomes.
* Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.
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| **External** |  |
| Stakeholders | * Develop and maintain effective relationships with stakeholders and explore collaborative marketing opportunities and other partnerships to promote the products, services and programs of DCCEEW and partner entities.
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# Role dimensions

## Decision making

The Team Leader Events operates with some level of autonomy, makes day to day decisions relating to work priorities and workload management, for themselves and any project staff supervised and is accountable for the quality, integrity and accuracy of content of advice provided.

## Reporting line

Role reports to Manager Experience Development

## Direct reports

Up to four direct reports

## Budget/Expenditure

Varies depending on project allocation.

Essential requirements

* A relevant tertiary qualification and/or extensive experience in a senior project management role managing major public events and complex event projects in the public and / or private sector including outdoor events and incorporating significant budgets and complex deployment.
* Ability to work after hours, including weekends, as required.
* Australian Drivers Licence required.

Knowledge and experience

* Detailed knowledge of the legislative and regulatory requirements governing relationships between event organisers and Government, particularly in relation to the coordination and delivery of major public events.
* Experience in event development and delivery including; project management, negotiating with external contractors and consultants, planning, programming, promotions, partnerships, implementation, monitoring and evaluation, and risk and WHS management.

## 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

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **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 practicesLook for and take advantage of opportunities to learn new skills and develop strengthsShow commitment to achieving challenging goalsExamine and reflect on own performanceSeek and respond positively to constructive feedback and guidanceDemonstrate and maintain a high level of personal motivation | Adept |
| relationships | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiencesClearly explain complex concepts and arguments to individuals and groupsCreate opportunities for others to be heard, listen attentively and encourage them to express their viewsShare information across teams and units to enable informed decision makingWrite fluently in plain English and in a range of styles and formatsUse contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| relationships | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | Negotiate from an informed and credible positionLead and facilitate productive discussions with staff and stakeholdersEncourage others to talk, share and debate ideas to achieve a consensusRecognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomesInfluence others with a fair and considered approach and sound argumentsShow sensitivity and understanding in resolving conflicts and differencesManage challenging relationships with internal and external stakeholdersAnticipate and minimise conflict | Adept |
| results | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomesMake sure staff understand expected goals and acknowledge staff success in achieving theseIdentify resource needs and ensure goals are achieved within set budgets and deadlinesUse business data to evaluate outcomes and inform continuous improvementIdentify priorities that need to change and ensure the allocation of resources meets new business needsEnsure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| results | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | Understand the team and unit objectives and align operational activities accordinglyInitiate and develop team goals and plans, and use feedback to inform future planningRespond proactively to changing circumstances and adjust plans and schedules when necessaryConsider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goalsAccommodate and respond with initiative to changing priorities and operating environments | Intermediate |
| business-enablers | **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 benefitsPrepare clear project proposals and accurate estimates of required costs and resourcesEstablish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirementsIdentify and evaluate risks associated with the project and develop mitigation strategiesIdentify and consult stakeholders to inform the project strategyCommunicate the project’s objectives and its expected benefitsMonitor the completion of project milestones against goals and take necessary actionEvaluate progress and identify improvements to inform future projects | Adept |
| people-management | **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 outcomesAdjust performance development processes to meet the diverse abilities and needs of individuals and teamsDevelop work plans that consider capability, strengths and opportunities for developmentBe aware of the influences of bias when managing team membersSeek feedback on own management capabilities and develop strategies to address any gapsAddress and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective wayMonitor and report on team performance in line with established performance development frameworks | Adept |
| people-management | **Optimise Business Outcomes**Manage people and resources effectively to achieve public value | Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectivesAllocate resources to ensure the achievement of business outcomes and contribute to wider workforce planningWhen planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiencesEnsure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector contextMonitor performance against standards and take timely corrective actionsKeep others informed about progress and performance outcomes | 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.

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| **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 | Intermediate |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| results | 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 | Intermediate |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| people-management | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| people-management | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |