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| **Cluster** | Climate Change, Energy, the Environment and Water |
| **Agency** | Department of Climate Change, Energy, the Environment and Water  |
| **Division/Branch/Unit** | National Parks & Wildlife Service / Policy & Engagement Branch / Education & Volunteers Program Unit |
| **Location** | Parramatta or location negotiable |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | Generic |
| **ANZSCO/OSCA Code** | 132411/141499 |
| **PCAT Code** | 1127292 |
| **Date of Approval** | July 2017 (updated Oct 2021; Oct 2022; Feb 2023, Dec 2024 and April 2025) |
| **Agency Website** | [www.nationalparks.nsw.gov.au](http://www.nationalparks.nsw.gov.au) & [www.dcceew.nsw.gov.au](http://www.dcceew.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

Lead the development, promotion and evaluation of innovative schools, families and visitor education and Discovery guided tour programs, in partnership with internal and external suppliers. This role contributes to achieving sustainable visitation, increased knowledge of NPWS’ natural, cultural and heritage assets, and to enhance the overall visitor experience of and conservation outcomes for NSW national parks, in accordance with the NPWS Act.

# Key accountabilities

* Lead the development, implementation and evaluation of relevant strategies. .
* Lead the development, promotion and evaluation of innovative schools, families and visitor education and Discovery programs, in partnership with internal and external providers, in alignment with the NPWS Education Strategy.
* Lead the development, implementation and evaluation of an internal NPWS support and quality assurance system for staff delivering education and Discovery programs across the state.
* Manage systems and processes for the implementation of programs that deliver business objectives and meet national educational and industry standards.
* Lead the development, implementation and evaluation of marketing and communications initiatives, including internal and external promotion, relationships, partnerships and brand development.
* Recommend changes to NPWS based on assessment and analysis of performance measures, customer feedback and research into current trends, methods and techniques to enhance the learner and visitor experience.
* 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

* Developing and implementing comprehensive and cohesive education and information training programs for a geographically dispersed client base with often disparate education and information needs.
* Balancing the demands of delivering projects while guiding and supervising staff and achieving project deadlines and milestones to the required quality standards and targets and within budget.
* Maintaining current knowledge of contemporary trends and developments in education including development, delivery, promotion and assessment methods to enable objectives for enhanced customer and visitor experience to be achieved.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive broad guidance, provide expert advice, consult and negotiate on key operational priorities and exchange information.
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| Team | * Provide guidance, support, exchange information and facilitate their professional development.
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| NPWS Branches | * 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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| Stakeholders | * Foster effective working relationships
* Provide advice, guidance, and facilitate issue resolution
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| **External** |  |
| Customer/clients/stakeholders | * Address queries and/or redirect to relevant party for review and resolution.
* Develop and maintain effective relationships with stakeholders.
* Provide advice and guidance to stakeholders.
* Explore collaborative opportunities and other partnerships to increase engagement and achieve commitments and organisational objectives.
* Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives.
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# Role dimensions

## Decision making

The Team Leader Education 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

The role reports to the Manager, Education and Volunteer Programs

## Direct reports

3 direct reports

## Budget/Expenditure

TBA

Knowledge and experience

* Demonstrated expertise in the development, delivery and assessment of contemporary learning and education methodologies for a diverse range of stakeholders.
* Demonstrated knowledge of and interest in the natural environment, Aboriginal culture and safety, and national park conservation issues.

Essential requirements

* Current NSW Drivers Licence

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 | **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 changeGive frank and honest feedback and adviceListen when ideas are challenged, seek to understand the nature of the comment and respond appropriatelyRaise and work through challenging issues and seek alternativesRemain 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 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 | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Take responsibility for delivering high-quality customer-focused servicesDesign processes and policies based on the customer’s point of view and needsUnderstand and measure what is important to customersUse data and information to monitor and improve customer service deliveryFind opportunities to cooperate with internal and external stakeholders to improve outcomes for customersMaintain relationships with key customers in area of expertiseConnect and collaborate with relevant customers within the community | Adept |
| relationships | **Work Collaboratively**Collaborate with others and value their contribution | Build a supportive and cooperative team environmentShare information and learning across teamsAcknowledge outcomes that were achieved by effective collaborationEngage other teams and units to share information and jointly solve issues and problemsSupport others in challenging situationsUse collaboration tools, including digital technologies, to work with others | Intermediate |
| 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 evidenceAnticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experienceApply creative-thinking techniques to generate new ideas and options to address issues and improve the user experienceSeek contributions and ideas from people with diverse backgrounds and experienceParticipate in and contribute to team or unit initiatives to resolve common issues or barriers to effectivenessIdentify and share business process improvements to enhance effectiveness | Adept |
| business-enablers | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Identify opportunities to use a broad range of technologies to collaborateMonitor compliance with cyber security and the use of technology policiesIdentify ways to maximise the value of available technology to achieve business strategies and outcomesMonitor compliance with the organisation’s records, information and knowledge management requirements | Adept |
| people-management | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | Collaborate to set clear performance standards and deadlines in line with established performance development frameworksLook for ways to develop team capability and recognise and develop individual potentialBe constructive and build on strengths by giving timely and actionable feedbackIdentify and act on opportunities to provide coaching and mentoringRecognise performance issues that need to be addressed and work towards resolving issuesEffectively support and manage team members who are working flexibly and in various locationsCreate a safe environment where team members’ diverse backgrounds and cultures are considered and respectedConsider feedback on own management style and reflect on potential areas to improve | 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 | Adept |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | 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 | Adept |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | 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 | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Adept |
| business-enablers | Project Management | Understand and apply effective planning, coordination and control methods | Adept |
| people-management | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| people-management | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| people-management | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |