

# Role Description

## Operations Officer



Cluster	Planning & Environment
Agency	Environment Protection Authority
Division/Branch/Unit	Various
Location	Various
Classification/Grade/Band	Environmental Officer Class 8
Role Number	Generic
ANZSCO Code	224412
PCAT Code	1119192
Date of Approval	January 2022 (updated from April 2015)
Agency Website	<a href="http://www.epa.nsw.gov.au">www.epa.nsw.gov.au</a>

### Agency overview

The NSW Environment Protection Authority (EPA) is the state's primary environmental regulator. We work to protect our community and the environment as a leader, partner and protector. Our vision is for New South Wales to have a healthy environment, healthy community and healthy business. We believe healthy ecosystems are the foundation for healthy communities, a healthy economy and for enhancing liveability.

We lead in protecting our air, waterways, land and the health of the community for the future.

We work with communities, government and business to reduce our impact on the environment.

We hold people and organisations to account through licensing, monitoring, regulation and enforcement.

### Primary purpose of the role

Undertake diverse day-to-day tasks relating to the application of EPA legislative responsibilities in assigned regulatory area/s involving major issues affecting the EPA, and activities relating to other regulatory functional areas, as required by EPA operational priorities.

### Key accountabilities

- Contribute to the development, review and implementation of relevant aspects of the Branch's, Section's, and Region's Work Plan, work programs, policies and strategies.
- Assess the efficiency and effectiveness of standards and guidelines in protecting human health and the environment and provide advice to management on the adequacy, quality and appropriateness of relevant procedures.
- Identify and recommend relevant action to address poor environmental performance of industry, the public sector, landholders and the general community to ensure the environment and human health is protected.
- Contribute to the delivery of the EPA's statutory responsibilities and diverse environment protection activities and approaches including response to environmental incidents and emergency situations including after-hours response, and handling day-to-day complaints.
- Undertake investigations and recommend future actions, including potential prosecution or other regulatory or non-regulatory actions, to deliver effective compliance with EPA's legislative responsibilities and appear in court as and EPA witness, when required.
- Undertake assigned regulatory activities including licensing and approvals, and review and assess Environmental Assessments for local government areas, major projects, sites and premises in relation to relevant environment requirements.

- Provide advice and information internally and to industry, the public sector, landholders, the community and other groups on the EPA's regulatory framework and regional planning and development issues within the EPA's regulatory responsibility; provide advice and negotiate with industry, public sector, landholders and individuals on environmental improvement programs and initiatives and the application of regulatory tools such as economic mechanisms and compliance audit requirements.
- Maintain relationships with industry, the public sector, landholders, the community and other groups on environment protection, planning and development issues, representing the EPA at relevant meetings, committees and conferences.

## Key challenges

- Addressing and responding to changing issues and priorities.
- Identifying and reviewing key emerging issues on relevant aspects and recommending innovative solutions that are both practical and consistent with EPA policies and guidelines.
- Establishing and maintaining community confidence by liaising with industry and community groups to explain and gain broad acceptance of regional or Branch programs for protecting the environment, and the requirements under EPA legislation, and influencing attitudes and priorities of community, industry and public sector.

## Key relationships

Who	Why
<b>Internal</b>	
Supervisor	<ul style="list-style-type: none"> <li>• Receive guidance and support, provide advice and exchange information</li> </ul>
EPA	<ul style="list-style-type: none"> <li>• Collaborate on cross agency projects, provide advice and exchange information.</li> </ul>
<b>External</b>	
Industry and community groups	<ul style="list-style-type: none"> <li>• Liaise and explain and gain broad acceptance of regional or Branch programs for protecting the environment</li> </ul>
Other government regulators and agencies	<ul style="list-style-type: none"> <li>• Liaise with other agencies in response to environmental incidents, emergencies and activities where there are multiple regulators involved.</li> </ul>

## Role dimensions

### Decision making

The Operations Officer works under broad supervision/direction to apply Section/regional/Branch policies, procedures and programs and make recommendations to influence attitudes and practices in both the private and public sector as well as the broader community.

### Reporting line

Reports to the Unit Head

### Direct reports

Nil

### Budget/Expenditure

Nil

## Key knowledge and experience

- Sound understanding of the relevant policies, practices and legislative requirements that govern the EPA's operations.
- Knowledge and experience in one or more environment protection areas, including: air, water, noise, waste, chemicals, hazardous materials, radiation & environmental planning.
- Knowledge and experience in applying current relevant environmental legislation, with demonstrated ability to interpret other environmental legislation.

## Essential requirements

- Current drivers licence

## 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.

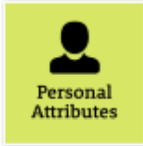
The capabilities are separated into focus capabilities and complementary capabilities





### 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
	<b>Display Resilience and Courage</b>  Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>• Be flexible and adaptable and respond quickly when situations change</li><li>• Offer own opinion and raise challenging issues</li><li>• Listen when ideas are challenged and respond appropriately</li><li>• Work through challenges</li><li>• Remain calm and focused in challenging situations</li></ul>	Intermediate


 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
 Personal Attributes	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
 Relationships	<b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> <li>• Use facts, knowledge and experience to support recommendations</li> <li>• Work towards positive and mutually satisfactory outcomes</li> <li>• Identify and resolve issues in discussion with other staff and stakeholders</li> <li>• Identify others' concerns and expectations</li> <li>• Respond constructively to conflict and disagreements and be open to compromise</li> <li>• Keep discussions focused on the key issues</li> </ul>	Intermediate









	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	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.

Capability group/sets	Capability name	Description	Level
	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
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	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	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	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 planning, coordination and control methods	Intermediate