# Role Description

# Visitor Services Coordinator – Worimi Conservation Lands

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| **Cluster** | Planning and Environment |
| **Department/Agency** | Department of Planning and Environment |
| **Division/Branch/Unit** | Environment and Heritage / National Parks and Wildlife Services |
| **Role number** | Generic |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **ANZSCO Code** | 451611 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | November 2022 |
| **Agency Website** | [www.nationalparks.nsw.gov.au](http://www.nationalparks.nsw.gov.au) & [www.dpie.nsw.gov.au](http://www.dpie.nsw.gov.au) |

## Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Environment and Heritage (E&H) Group within DPE brings together a range of functions including national park management, biodiversity and conservation, climate change, sustainability, resilience and adaptation, renewable energy and energy security, and circular economy policy. The work of the Group is supported by centres of excellence in policy; science; economics; data analytics and insights.

**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 7.5 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

Coordinate, monitor and improve visitor activities within the Worimi Conservation Lands to improve visitors’ understanding of this unique cultural landscape.

## Key accountabilities

* Coordinate, supervise and lead staff and volunteers to ensure they are motivated and trained so they can effectively and efficiently fulfil the requirements of their roles. Manage rosters; prepare and communicate work plans; deliver inductions and briefings; maintain staff and visitor safety; and ensure delivery of agreed work plans.
* Plan and lead compliance activities to monitor Beach Vehicle Permits and Commercial Tour Operator licences. Assist Rangers with prosecutions for non-compliance.
* Monitor and report on the condition of visitor facilities. Make recommendations for repairs, maintenance and new infrastructure to improve the visitor experience.
* Develop, promote and coordinate educational and information programs such as Discovery activities to enhance the visitor experience.
* Identify opportunities for new visitor experiences, educational or interpretive activities to improve visitors’ understanding of the cultural and natural values of the Worimi Conservation Lands.
* Build local partnerships and coordinate volunteer activities on the Worimi Conservation Lands such as beach clean-ups and wildlife surveys. Assist the Joint Management Coordinator with planning and delivering community events such as Back to Country Days, NAIDOC celebrations and visits from other Aboriginal community leaders.
* Administer applications for special events and filming. Make recommendations to supervisors on whether events or filming should be allowed. Assist with supervising events and filming.
* Oversee the gathering of information, data input and preparation of financial reports for the Team Leader Rangers, including monthly and periodical reports, annual business statements, budgets and performance targets.

## Key challenges

* Developing and maintaining a professional and skilled Visitor Service team that meets the Board’s expectations.
* Fostering successful partnerships between local Aboriginal groups, education providers, community groups, businesses, local government and tourism organisations.

## Key relationships

**Internal**

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| --- | --- |
| Who | Why |
| Rangers, Field officers | * Receive guidance and exchange information
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| Other NPWS Staff | * Exchange advice and professional support related to visitor experiences, cultural heritage and volunteer coordination. .
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**External**

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| --- | --- |
| Who | Why |
| Local Aboriginal community | * Seek feedback on appropriate activities and content.
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| Stakeholders | * Collaborate with the local community, commercial tour operators and the regional tourism industry.
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## Role dimensions

### Decision making

The Visitor Services Coordinator operates with day to day independence within established policies and guidelines which relate to the operation of the Worimi Conservation Lands. The role is guided by the Plan of Management and operational plans prepared by the Board of Management, Area, Branch, and other NPWS teams such as Visitor Experience Branch. The role recommends initiatives to the Team Leader Rangers that relate to promoting visitor experiences, developing new activities, and improving visitor compliance. The role holder will make decisions on a day to day basis on staff, volunteer or contractor matters and manage day to day budgets with control and purchase of stock and equipment and has authority to expend funds within approved delegations.

### Reporting line

The role reports to the Team Leader Rangers.

### Direct reports

Aboriginal Visitor Service Assistants (two ongoing, multiple casual). NPWS volunteers.

### Budget/Expenditure

As per current delegations and in accordance with approved budget.

## Key knowledge and experience

* Demonstrated skills and experience communicating in an outdoor setting with a wide range of people.
* Demonstrated understanding of the role of cultural interpretation, and experience in developing and including interpretive techniques during a guided tour or activity.
* Sound understanding of work health and safety, risk management and environmentally and culturally sustainable outdoor activities.
* Demonstrated written communication skills with experience in office administration, roster management and ability to formulate and manage a budget.
* A broad knowledge and appreciation of natural and cultural values of the Worimi Conservation Lands, with the ability to apply appropriate emphasis and sensitivity to Aboriginal cultural heritage aspects.
* Demonstrated team management skills including recruitment, supervision and training of staff and volunteers.

## Essential requirements

This is an Identified role under Section 14d of the Anti-Discrimination Act 1977 and as such Aboriginality is an essential requirement of the role. Aboriginal identified positions are developed where Aboriginal identity, cultural knowledge or connections are a genuine aspect of the role. Positions are specifically noted under the provisions of the NSW Anti-discrimination Act (1977) for Aboriginal people who meet the following criteria:

* is of Aboriginal and/or Torres Strait Islander descent, and
* identifies as an Aboriginal and/or Torres Strait Islander person, and
* is accepted as such by the Aboriginal and/or Torres Strait Islander community.
* A cultural association with the local Worimi community (as defined by the Worimi LALC boundaries)
* Current certifications or the ability to obtain within 3 months:
* Australian driver licence
* Working with Children Check
* First Aid Certificate
* 4 wheel drive operation and recovery.

## 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** |
| --- | --- | --- | --- |
| personal-attributes | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Adapt existing skills to new situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth, and develop and apply new skillsSeek feedback from colleagues and stakeholdersStay motivated when tasks become difficult | Intermediate |
| relationships | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Focus on key points and speak in plain EnglishClearly explain and present ideas and argumentsListen to others to gain an understanding and ask appropriate, respectful questionsPromote the use of inclusive language and assist others to adjust where necessaryMonitor own and others’ non-verbal cues and adapt where necessaryWrite and prepare material that is well structured and easy to followCommunicate routine technical information clearly | Intermediate |
| relationships | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experienceSupport a customer-focused culture in the organisationDemonstrate a thorough knowledge of the services provided and relay this knowledge to customersIdentify and respond quickly to customer needsConsider customer service requirements and develop solutions to meet needsResolve complex customer issues and needsCooperate across work areas to improve outcomes for customers | Intermediate |
| 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 |
| 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 | **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 | 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.

| **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 | Foundational |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | 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 | 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 | Foundational |
| people-management | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| people-management | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |