



## Position Description

<b>Position</b>	Ranger
<b>Division</b>	Assets and Parklands
<b>Location/s</b>	Various Harbour Trust sites as required
<b>Reports to</b>	Head Ranger
<b>Direct Reports</b>	Nil
<b>Enterprise Agreement Classification</b>	Level 3
<b>Our Organisation</b>	<p>The Sydney Harbour Federation Trust (the Harbour Trust) is an Australian Government agency that protects and manages some of the most historically significant foreshore sites on Sydney Harbour including Cockatoo Island in Sydney Harbour, Woolwich Dock and Parklands in Woolwich, Sub Base Platypus in North Sydney, Georges Heights, Middle Head and Chowder Bay in Mosman, North Head Sanctuary in Manly, Marine Biological Station in Watsons Bay and Macquarie Lightstation in Vaucluse.</p> <p>The Harbour Trust’s mission is to bring to life our natural and cultural heritage and provide a lasting legacy for all Australians through conservation, remediation and the adaptive reuse of places in our care.</p> <p>Our sites are rich in history and link us to our complex past and continuing connections. They are Country – the interconnected layers of water, land and air that for First Nations people hold cultural practices, community and sense of worth. They tell stories of colonization and dispossession, of convict incarceration, of nineteenth and twentieth century military and defence roles, and speak of the enterprise and industry of the modern nation, and of the contemporary communities they have become.</p>
<b>Code of Conduct &amp; Values</b>	All employees at the Harbour Trust abide by the Harbour Trust’s key values and Code of Conduct, behaving honestly and with integrity and acting with care and diligence.

	Employees are required to maintain confidentiality of all Harbour Trust information, upholding the Harbour Trust's values, integrity and its good reputation.
<b>Health &amp; Safety</b>	The Harbour Trust integrates safety into all aspects of the business to promote a positive safety culture and takes proactive steps to mitigate the risk of harm to employees and others in the workplace.
<b>Our Commitment</b>	The Harbour Trust is an equal employment opportunity employer, committed to ensuring all employees are free from discrimination and harassment; where everyone is treated with dignity, courtesy and respect.

## ROLE OVERVIEW:

The Ranger's role plays a vital role in ensuring the safety, security, and enjoyment of visitors across all Harbour Trust sites. This will be achieved by providing exceptional customer service to visitors and stakeholders while also being prepared to respond to emergencies. You will also be providing guidance to the public, contractors, and tenants on Harbour Trust regulations and enforce these regulations when necessary, including issuing cautions/warnings and infringement notices.

## ROLE ACCOUNTABILITIES:

- Provide a high level of customer service to visitors and stakeholders across all Harbour Trust sites.
- Be the first responder to emergency and first aid incidents and act as the site Chief Warden and First Aid Officer.
- Provide advice to the public, contractors and tenants concerning Sydney Harbour Federation Trust regulations and enforce these regulations through cautions/warnings and issuing infringement notices as required.
- Undertake regular patrols and inspections with regard to parking, security, safety and risk management of all Harbour Trust buildings, parklands, tracks and roadways.
- Provide reports on any site irregularities or possible WH&S risks(hazards) and assist in managing WH&S compliance.
- Develop and maintain knowledge of Harbour Trust sites, activities and surrounding environment to promote our sites.
- Provide support and assistance to other Harbour Trust directorates, contractors and tenants when required.
- Coordinate & liaise with the Harbour Trust security contractors.
- Provide support on traffic management issues.
- Control crowds visiting the Sydney Harbour Federation Trust sites.
- Maintain an accurate diary of all duties and record all incidents and prepare written reports to the Head Ranger.
- Other duties as required.

## SELECTION CRITERIA:

### **Essential (*Qualifications, attributes, skills and knowledge*)**

- Sound oral, written and communications skills with a focus on customer service.
- Ability to advise, negotiate, problem solve and has demonstrated conflict resolution skills.
- Ability to quickly obtain a thorough understanding of the Harbour Trust sites and the Sydney Harbour Federation Trust Regulations
- A good level of physical fitness including the ability to walk along bush tracks, up and down hills and uneven terrain in different weather conditions.
- A proven ability to effectively work within a team as an active contributing team member.
- Computing skills appropriate to undertake the required associated administrative duties.
- Ability to work rotating shifts (including weekends and public holidays) at all Harbour Trust sites.
- Holder of a current NSW driver's licence (essential).
- Demonstrated ability in implementing and complying with Government policies.
- Willingness to obtain and maintain required First Aid qualifications.

### **Desirable**

- Holder of a current First Aid certificate
- White Card (construction)
- Responsible Service of Alcohol
- Boat Licence

### **Eligibility**

- Hold Australian citizenship or residency,
- Satisfy a Working with Children Check
- Satisfy a Police Check

## THE CORE CAPABILITY FRAMEWORK - (Level 3)

<p><b>COMMUNICATION</b></p> <ol style="list-style-type: none"> <li>1. Responds to enquiries, receives direction, and participates in team meetings</li> <li>2. Tailors communication to suit a range of audiences and develops strategies to overcome communication barriers</li> <li>3. Develops and uses appropriate communication skills including:             <ul style="list-style-type: none"> <li>➢ effective listening</li> <li>➢ questioning</li> <li>➢ providing feedback</li> </ul> </li> <li>4. Organises written work in a manner that is clear and easy to follow</li> </ol>
<p><b>WORKING with PEOPLE</b></p> <ol style="list-style-type: none"> <li>5. Resolves routine workplace problems through collaboration, with assistance; generates solutions to less complex problems</li> <li>6. Researches and analyses information and chooses options based on evidence</li> <li>7. Understands the reason for decisions</li> <li>8. Maintains a positive outlook and seeks support when faced with setbacks</li> <li>9. Exercises judgement to resolve workplace issues and apply relevant standards</li> <li>10. Identifies issues and uncertainties which could impact on designated tasks</li> </ol>
<p><b>PROBLEM SOLVING &amp; DECISION MAKING</b></p> <ol style="list-style-type: none"> <li>11. Resolves routine workplace problems through collaboration, with assistance; generates solutions to less complex problems</li> <li>12. Researches and analyses information and chooses options based on evidence</li> <li>13. Understands the reason for decisions</li> <li>14. Maintains a positive outlook and seeks support when faced with setbacks</li> <li>15. Exercises judgement to resolve workplace issues and apply relevant standards</li> </ol>
<p><b>PLANNING &amp; TIME MANAGEMENT</b></p> <ol style="list-style-type: none"> <li>16. Understands how own and team performance goals contribute to the department's goals</li> <li>17. Demonstrates planning and time management in routine work activities using required resources and systems to achieve objectives</li> <li>18. Plans, monitors and evaluates work progress to achieve outcomes and revises work plans in response to changes in priority</li> <li>19. Provides input to the development of team goals</li> <li>20. Identifies risks and uncertainties when planning own work</li> <li>21. Applies and monitors customer focus and responsiveness</li> </ol>
<p><b>HARBOUR TRUST SPECIFIC KNOWLEDGE</b></p> <ol style="list-style-type: none"> <li>22. Builds, applies and maintains appropriate experience, skills and knowledge</li> <li>23. Understands and applies the Harbour Trust's financial processes and uses public resources in accordance with standards set</li> <li>24. Understands and complies with policies, procedures, systems and processes including diversity, Workplace Health Safety and Security</li> <li>22. Prepares for and participates in performance management processes</li> </ol>