



Position Description

Position	Head Ranger
Directorate	Assets & Parklands
Location/s	Various Harbour Trust sites, as required
Reports to	Manager Building & Site Services
Direct Reports	Deputy Head Ranger (1), Rangers (7)
Enterprise Agreement Classification	Executive Level 1 – Shiftworker, with an individual flexibility agreement. Role is required to work some weekends and public holidays.
Our Organisation	<p>The Sydney Harbour Federation Trust (Harbour Trust) manages extraordinary places on the world's best harbour and provides the public with access to precious bushland, parks and open spaces.</p> <p>Located in First Nations countries, our visitor destinations are known for their natural beauty. They also feature heritage-listed structures and other remnants from Australia’s colonial, maritime and military history. For these reasons, they have significance on a national and international scale.</p> <p>Our vision includes making our destinations accessible to diverse audiences, amplifying their heritage and environmental values through storytelling and – through their conservation, remediation and adaptive reuse – fostering a sense of place and belonging.</p> <p>Our volunteer program is integral to achieving our vision. Volunteer involvement is underpinned by strong staff ownership across the organisation for engaging and managing our volunteers</p>
Code of Conduct & Values	<p>All employees and volunteers 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.</p> <p>Employees are required to maintain confidentiality of all Harbour Trust information, upholding the Harbour Trust’s values, integrity and its good reputation.</p>

Harbour Trust Behaviours	<p>Delivering on these behavioural expectations is the responsibility of all staff and forms part of our integrated performance framework:</p> <ul style="list-style-type: none"> - We are ambassadors - We share information - Us not they - Collaboration is key - Caring for country mindset - We are all storytellers - Being constructive - Innovation mindset
Delegations	<p>To fulfill your role and responsibilities, you are delegated powers outlined within the Harbour Trust Register of Delegations. Delegated powers are to be exercised responsibly in a proper, ethical, diligent, professional and efficient manner, including always acting in good faith and in the best interests of the Harbour Trust.</p>
Health & Safety	<p>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, volunteers and others in the workplace.</p>
Our Commitment	<p>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.</p>

ROLE OVERVIEW:

The Head Ranger role is responsible for the day-to-day operational management of the Ranger team, to ensure compliance with the Sydney Harbour Federation Trust Act and policies and procedures. The role will promote a positive team culture that fosters and exhibits the Harbour Trust behaviours and have the primary responsibilities of:

- 1) Rostering the Ranger team, ensuring that the deployment of rangers meets operational needs, and that application of the roster complies with the Enterprise Agreement and Harbour Trust procedures.
- 2) Ensuring that the Ranger team is regularly briefed on operational needs, including one-off activities and events, and have the necessary skills and knowledge to meet these needs.

- 3) Empowering Rangers to implement Harbour Trust regulations and emergency management plans, monitor licences, and identify and address safety issues.

The Head Ranger role is the main point contact between the rangers and other Harbour Trust directorates and staff.

ROLE ACCOUNTABILITIES:

- Manage all activities expected of the Ranger team, including but not limited to providing advice and guidance to visitors, managing access and security to Harbour Trust built structures, land and assets, supporting delivery of a safe environment for visitors and workers, crowd and traffic management, and the application of Harbour Trust regulations, licences and permits.
- Coordinate the issue and follow-up of infringement notices for car parking and other breaches of Harbour Trust regulations.
- Provide advice to Harbour Trust colleagues on security, crowd management, traffic management, liquor licencing and other matters on which the Head Ranger is a subject matter expert. Maintain and develop knowledge in these and other areas as required.
- Manage contracts allocated to the Ranger team ensuring that services are delivered as required and cost-effectively, including security, parking meters, barging and fleet maintenance.
- Manage the performance of the Ranger team collectively and individually to:
 - Provide good and appropriate customer service to the public, tenants, contractors, colleagues and others.
 - Deliver services in a manner consistent with the Code of Conduct and values of the Harbour Trust.
 - Create an annual performance agreement for each Ranger
 - Maintain and develop qualifications and knowledge required by the Ranger role.
 - Monitor performance and address non-performance issues in a timely manner to develop and maintain the effectiveness of the ranger team.
- Manage rostering of Rangers to meet Harbour Trust operational requirements and comply with the Enterprise Agreement and related procedures.
- Support the development and implementation of emergency management and crisis management plans. Act as Chief Warden and other roles as stated in each plan and ensure rangers and security are trained in both plans.
- Maintain records and prepare written reports for the Manager, Building and Site Services as required.
- Develop mutually beneficially relationships with relevant external organisations such as NSW Police, NSW Parks and Wildlife and the Gamay Rangers.

While we have made every effort to include all core responsibilities in this position description, it is not an exhaustive list of accountabilities. Tasks and priorities may change based on business needs.

SELECTION CRITERIA:**Essential (*Qualifications, attributes, skills and knowledge*)**

- Extensive management experience and understanding of the role of a Ranger.
- A thorough understanding the Sydney Harbour Federation Trust Act and Regulations, together with the knowledge and experience of local, state and federal government legislation of Sydney Harbour and its environs.
- Awareness of legislation on heritage listed assets.
- Demonstrated ability to communicate effectively to both internal and external stakeholders with a courteous customer service focus.
- Highly developed leadership, influencing, negotiating and change management skills with the ability to effectively manage a team.
- Demonstrated communication skills with the ability to advise, negotiate, problem solve and resolve conflict.
- Demonstrated ability to manage IT and a records management system for an organisational function.
- Demonstrated ability to implement Government policies on Workplace Diversity, Workplace Participation and Work Health & Safety.
- Ability to work rotating shifts (including weekends, public holidays and shutdown days) at all Harbour Trust sites.

Desirable (or willingness to obtain)

- White Card (construction)
- Responsible Serving of Alcohol
- General Boat Driving Licence

QUALIFICATIONS:

- Tertiary TAFE qualifications or relevant experience in event management, security or similar Ranger roles
- Current NSW driver's licence
- Current First Aid Certificate, or willingness to obtain

ELIGIBILITY:

- Satisfy a Police Check
- Hold Australian citizenship
- Satisfy a Working with Children Check



INTEGRATED LEADERSHIP SYSTEM – Executive Level 1

Shapes strategic thinking	Achieves results	Cultivates productive working relationships	Exemplifies personal drive and integrity	Communicates with influence
<p>Inspires a sense of purpose and direction</p> <p>Provides direction to others regarding the purpose and importance of their work. Illustrates the relationship between operational tasks and organisational goals. Sets work tasks that align with the strategic objectives and communicates expected outcomes.</p> <p>Focuses strategically</p> <p>Understands the organisation's objectives and aligns operational activities accordingly. Considers the ramifications of issues and longer-term impact of own work and work area.</p> <p>Harnesses information and opportunities</p> <p>Gathers and investigates information from a variety of sources, and explores new ideas and different viewpoints. Probes information and identifies any critical gaps. Maintains an awareness of the organisation, monitors the context in which the organisation operates and finds out about best practice approaches.</p> <p>Shows judgment, intelligence and commonsense</p> <p>Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. Breaks through problems and weighs up the options to identify solutions. Explores possibilities and innovative alternatives.</p>	<p>Builds organisational capability and responsiveness</p> <p>Reviews project performance and focuses on identifying opportunities for continuous improvement. Identifies key talent to support performance. Remains flexible and responsive to changes in requirements.</p> <p>Marshals professional expertise</p> <p>Values specialist expertise and capitalises on the expert knowledge and skills of others. Contributes own expertise to achieve outcomes for the business unit.</p> <p>Steers and implements change and deals with uncertainty</p> <p>Establishes clear plans and timeframes for project implementation and outlines specific activities. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.</p> <p>Ensures closure and delivers on intended results</p> <p>Sees projects through to completion. Monitors project progress and adjusts plans as required. Commits to achieving quality outcomes and ensures documentation procedures are maintained. Seeks feedback from stakeholders to gauge satisfaction.</p>	<p>Nurtures internal and external relationships</p> <p>Builds and sustains relationships with a network of key people internally and externally. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to internal and external client needs.</p> <p>Facilitates cooperation and partnerships</p> <p>Involves people, encourages them and recognises their contribution. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.</p> <p>Values individual differences and diversity</p> <p>Recognises the positive benefits that can be gained from diversity and encourages the exploration of diverse views. Harnesses understanding of differences to enhance interactions. Recognises the different working styles of individuals, and tries to see things from different perspectives.</p> <p>Guides, mentors and develops people</p> <p>Identifies learning opportunities for others and empowers them by delegating tasks. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Delivers constructive, objective feedback in a manner that gains acceptance and achieves resolution. Deals with under-performance promptly.</p>	<p>Demonstrates public service professionalism and probity</p> <p>Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in public and internal forums.</p> <p>Engages with risk and shows personal courage</p> <p>Provides impartial and forthright advice. Challenges important issues constructively, and stands by own position when challenged. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.</p> <p>Commits to action</p> <p>Takes personal responsibility for meeting objectives and progressing work. Shows initiative and proactively steps in and does what is required. Commits energy and drive to see that goals are achieved.</p> <p>Displays resilience</p> <p>Persists and focuses on achieving objectives even in difficult circumstances. Remains positive and responds to pressure in a controlled manner. Continues to move forward despite criticism or setbacks.</p> <p>Demonstrates self awareness and a commitment to personal development</p> <p>Self-evaluates performance and seeks feedback from others. Communicates and acts on strengths and development needs. Reflects on own behaviour and recognises the impact on others. Shows strong commitment to learning and self-development, and accepts challenging new opportunities.</p>	<p>Communicates clearly</p> <p>Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.</p> <p>Listens, understands and adapts to audience</p> <p>Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger.</p> <p>Negotiates persuasively</p> <p>Approaches negotiations with a strong grasp of the key issues, having prepared in advance. Understands the desired objectives and associated strengths and weaknesses. Anticipates the position of the other party, and frames arguments accordingly. Encourages the support of relevant stakeholders. Strives to achieve an outcome that delivers benefits for both parties.</p>