



Position Description

Position	Deputy Head Ranger
Directorate	Assets and Parklands
Location/s	All Harbour Trust sites as required
Reports to	Head Ranger
Direct Reports	Nil
Enterprise Agreement Classification	Level 6
Our Organisation	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. 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. 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. 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
Code of Conduct & Values	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. Employees are required to maintain confidentiality of all Harbour Trust information, upholding the Harbour Trust's values, integrity and its good reputation.

Harbour Trust Behaviours	Delivering on these behavioural expectations is the responsibility of all staff and forms part of our integrated performance framework: - 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	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.
Health & Safety	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.
Our Commitment	The Harbour Trust is an equal employment opportunity employer, committed to ensuring all employees and volunteers are free from discrimination and harassment; where everyone is treated with dignity, courtesy and respect.

ROLE OVERVIEW:

The Deputy Head Ranger supports the Head Ranger to manage the ranger team in providing a high-quality customer service environment and is the alternate point of contact between the rangers and other Harbour Trust directorates. The Deputy Head Ranger works on a seven-day a week roster and undertakes both management and site-based ranger duties as required. The Deputy Head Ranger acts as the Head Ranger in their absence.

The role requires strong communication, sound judgement, and a thorough understanding of Harbour Trust regulations, procedures, and site operations to ensure effective service delivery, safety, and compliance.



ROLE ACCOUNTABILITIES:

- Provide day to day supervision of rangers to ensure the effective delivery of all ranger activities, including but not limited to: providing advice and guidance to visitors, managing access and security to Harbour Trust built structures, land and assets, supporting a safe environment for visitors and workers, crowd and traffic management, and the application of Harbour Trust regulations, licences and permits.
- Undertake responsibilities including monitoring the performance of individual rangers and conducting performance reviews when the Head Ranger is unavailable or unable to perform these duties. Provide guidance, coaching and support to develop skills aligned with Harbour Trust values and customer service standards, while addressing performance concerns where required.
- Coordinate and administer all Ranger rosters in compliance with operational requirements and Harbour Trust Enterprise Agreement, policies and procedures, ensuring each ranger understands and delivers the requirements of each shift.
- Manage the delivery of training requirements for all rangers, including coordination of drills, record keeping and renewals of competencies/licences.
- Promote and foster a collaborative team environment, encouraging Rangers to support one another and work cohesively to effectively deliver operational responsibilities, organisational objectives, and the functions of the role.
- Support the Head Ranger in coordinating the issuing and follow-up of infringement notices for car parking and other breaches of Harbour Trust regulations.
- Support the Head Ranger in the provision of 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.
- Support the Head Ranger in the day-to-day management of contracts allocated to the ranger team including security, parking meters, barging and fleet maintenance. In particular, meet contractors on site to ensure that services are delivered as required.
- Develop and maintain knowledge in security, crowd management, traffic management, liquor licencing and other areas as required, so as to be able to provide advice to Harbour Trust colleagues on such matters.
- Maintain records and prepare written reports as required by the Chief Warden and assist the Chief Warden in preparing reports for the Manager, Building and Site Services as required.
- Support the Head Ranger and others in the development and implementation of emergency management and critical management plans acting as Chief Warden when required and ensuring rangers and security are familiar with both plans and their individual functions.
- In-conjunction with the Head Ranger establish and maintain effective partnerships 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*)**

- Training in relevant industry or experience in customer service, security or ranger roles.
- Demonstrated ability to influence, motivate, and guide a team toward achieving shared objectives.
- Sound oral, written and communications skills with a good courteous customer service focus.
- Ability to advise, influence and negotiate with a range of stakeholders and demonstrate problem solving and conflict resolution skills.
- Ability to develop a thorough understanding of the *Sydney Harbour Federation Trust Act* and enforce regulations, together with developing knowledge and experience of local, state and federal legislation of Sydney Harbour and its surroundings as well as awareness of legislation on heritage listed assets.
- Able to meet the physical demands of the role, including prolonged walking and patrolling on uneven terrain.
- Computing skills appropriate to undertake the required associated administrative duties.
- Ability to work rotating shifts (which includes working on weekends, public holidays, and Christmas shutdown days) at all Harbour Trust sites.

QUALIFICATIONS:

- First Aid Certificate (Willingness to obtain and maintain)
- Provide Pain Management (Willingness to obtain and maintain)
- White Card (Willingness to obtain and maintain)
- NSW Boat licence (Willingness to obtain and maintain)
- Responsible Serving of Alcohol (RSA) certificate (Willingness to obtain and maintain)

ELIGIBILITY:

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



INTEGRATED LEADERSHIP SYSTEM-Level 6

Supports strategic direction	Achieves results	Supports productive working relationships	Displays personal drive and integrity	Communicates with influence
Supports shared purpose and direction Understands, supports and promotes the organisation's vision, mission, and business objectives. Identifies the relationship between organisational goals and operational tasks. Clearly communicates goals and objectives to others. Understands, supports and communicates the reasons for decisions and recommendations. Thinks strategically Understands the work environment and initiates and develops team goals, strategies and work plans. Identifies broader factors, trends and influences that may impact on the team's work objectives. Considers the ramifications of issues and longer-term impact of own work and work area. Harnesses information and opportunities Gathers and investigates information from diverse sources and explores new ideas and different viewpoints. Uses experience to analyse what information is important and how it should be used. Maintains an awareness of the organisation and keeps self and others well informed on work issues and finds out about best practice approaches. Shows judgement, intelligence and commonsense Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. Identifies problems and works to resolve them. Thinks laterally, identifies, implements and promotes improved work practices.	Identifies and uses resources wisely Reviews project performance and identifies opportunities for improvement. Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes. Is responsive to changes in requirements. Applies and builds professional expertise Values specialist expertise and capitalises on the knowledge and skills of others within the organisation. Contributes own expertise to achieve outcomes for the business unit. Responds positively to change Establishes clear plans and timeframes for project implementation. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt. Takes responsibility for managing work projects to achieve results Sees projects through to completion. Monitors project progress and adjusts plans as required. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction.	Nurtures internal and external relationships Builds and sustains positive relationships with team members, stakeholders and clients. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to client and stakeholder needs and expectations. Listens to, understands and recognises the needs of others Actively listens to staff, colleagues, clients and stakeholders. Involves others and recognises their contributions. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member. Values individual differences and diversity Recognises the positive benefits that can be gained from diversity. Encourages the exploration of diverse views and harnesses the benefits of such views. Recognises the different working styles of individuals, and factors this into the management of people and tasks. Tries to see things from different perspectives. Treats people with respect and courtesy. Shares learning and supports others Identifies learning opportunities for others and delegates tasks effectively. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Provides constructive and regular feedback. Deals with under-performance promptly.	Demonstrates public service professionalism and probity Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally 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 internal forums. Engages with risk and shows personal courage Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them, and seeks guidance and advice when required. Commits to action Takes personal responsibility for meeting objectives and progressing work. Shows initiative and does what is required. Commits energy and drive to see that goals are achieved. Promotes and adopts a positive and balanced approach to work Persists with, and focuses on achieving, objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner. Demonstrates self awareness and a commitment to personal development Self-evaluates performance and seeks feedback from others. Communicates areas of strengths and acknowledges development needs. Reflects on own behaviour and recognises the impact on others. Shows commitment to learning and self-development.	Communicates clearly 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. Listens, understands and adapts to audience 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. Negotiates confidently Approaches negotiations with a clear understanding of key issues. Understands the desired outcomes. Anticipates and identifies relevant stakeholders' expectations and concerns. Discusses issues credibly and thoughtfully and presents persuasive counter-arguments. Encourages the support of relevant stakeholders.