

Role Description

Non-Manager



Role Title: Interpretive Officer

Division: National Parks and Wildlife Service

Classification Level: GSE4

Branch/Unit: Regional Operations/ Kangaroo Island

CHRIS Position Number: Various

Reports to (Title): Senior Guide

Our Organisation

The Department for Environment and Water (DEW) works to help South Australians conserve, sustain and prosper. Our work is critical to South Australia's future social, environmental and economic prosperity and well-being. We aim to be a flexible, responsive and influential adviser to Government and we deliver high quality policy, programs and assets across our wide and diverse portfolio of responsibilities. We have embraced technology that enables our people to have impact no matter where they live or how they work. Collaboration, diversity, inclusion, customer service and outcomes all matter to us. We work in partnership with community, traditional owners, industry and stakeholders to get results

Purpose

The National Parks and Wildlife Service is a division of DEW that conserves nature, parks and places that enrich our identity and benefit our community. With over 358 reserves covering approximately 22% of South Australia, the work of the Division supports broad goals associated with conservation and scientific endeavour, nature-based tourism and visitor services, community health and wellbeing, and reconciliation.

The Division's business is delivered through seven regions, where park staff work with the community and key partners to manage the protected area estate and Crown land, which includes diverse terrestrial, marine and riverine environments. Regions maintain a focus on the delivery of park management programs, which span the fields of conservation and wildlife management, fire management, visitor services, planning, project and asset management, and the co-management of reserves with Aboriginal community partners. The central branches of the Division provide strategic leadership and program direction to support regional business delivery, the day to day management of the public land estate and commercial interests and operations.

Specifically, the work of the National Parks and Wildlife Service includes:

- designing and implementing on-ground conservation and threat abatement measures that deliver on the State's national and international obligations;
- managing wildlife based on sound ecological, environmental, social and economic factors;
- showcasing key attractions and providing exceptional visitor experiences and services at commercial sites and parks;
- delivering DEW's fire management program;
- managing visitor infrastructure, services, public access to and the commercial use of national park, reserves and Crown land;
- leading DEW's engagement with Aboriginal communities, including co-management of parks and reserves, and supporting DEW's reconciliation agenda;
- leading DEW's compliance and enforcement responsibilities;
- providing policy leadership and legislative expertise in conservation, Aboriginal engagement, protected areas and wildlife management; and
- engagement and participation of E-NGOs and volunteer groups.

About the Branch/Business Unit

The Kangaroo Island Region is responsible for the management of public lands, national parks, coast and marine management, fire management, heritage protection, wildlife management, visitor management, natural resource management, aboriginal and community partnerships, with strong links to regional communities and the Natural Resources Management (NRM) Boards. The region encompasses natural landscapes, ecosystems and natural resources of soil, water and native plants and animals, providing the foundation for the economy and supporting the life style it offers. Also a priority is the sustainable management of biodiversity using an integrated approach that manages pest animals and plants, protects and conserves complex natural systems, underpins sustainable agriculture in the region is supported by a whole of community effort.

About the Role

The Interpretive Officer provides the first point of contact to visitors to the site and delivers exceptional customer services, quality interpretive tours, retail sales and accurate visitor information.

Key Role Outcomes

- Deliver quality interpretive tours to all visitors.
 - Provide exceptional customer service.
 - Provide accurate and relevant visitor information.
 - Actively promotes retail sales and regional sites.
 - Visitor facilities are maintained at a high standard.
 - Adhere to Departmental policies, including site cash handling procedures and WHS.
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Key Relationships

- Work site staff
 - Kangaroo Island Regional Staff
 - Park visitors, Commercial Tour Operators and general public.
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Special Conditions

- Will be required to participate in fire management and associated duties
 - Required to wear protective clothing in accordance with Departmental policy.
 - Required to work a roster including weekends and public holidays.
 - Requires a current "C" drivers licence.
 - The incumbent will be required to undertake emergency operations including bush fire suppression activities, commensurate with their fitness and training levels. This may require at times, some out of hours work including participation in an 'on call' roster.
 - This role has functions pertaining to working with children and is prescribed under the Child Safety (Prohibited Person) Act 2016 as requiring a Working With Children Check (WWCC). By applying for this role you consent to being screened for appropriate behaviour and to the Department obtaining, or requiring you to obtain a WWCC.
 - This role has been designated as a Position of Trust pursuant to the standards required in the Australia Government Protective Security Policy Framework. By applying for this role you consent to being screened under the process of obtaining a National Police Clearance (NPC), and to the Department requiring you to obtain an NPC.
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Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	<ul style="list-style-type: none">• Motivating Others	<ul style="list-style-type: none">• Uses own drive to foster energy and personal sense of achievement.
Achieves Results	<ul style="list-style-type: none">• Delivering Effective Outcomes	<ul style="list-style-type: none">• Is clear about the priorities for the role and completes tasks within agreed timeframes and standards.
Drives Business Excellence	<ul style="list-style-type: none">• Promoting Customer Service	<ul style="list-style-type: none">• Works effectively at the front line with a diverse customer base including international visitors.
Forges Relationships and Engages Others	<ul style="list-style-type: none">• Communicating and Managing Conflict	<ul style="list-style-type: none">• Maintains composure and a friendly demeanour in dealing with others.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none">• Displaying Flexibility and Resilience	<ul style="list-style-type: none">• Embraces new learning that may be required to adapt successfully to changes in the job role.

Technical, Professional/Knowledge and Experience (including qualifications)

- Uses common sense and past experiences to approach problems and provide options to their manager for resolving the issue.
- Allocates appropriate amounts of time for successfully completing their workload.
- Demonstrates a good understanding of the principles relating to interpretation and nature based tourism.
- Displays the ability to use Point of Sale equipment and cash handling procedures to perform their daily work effectively.
- A current First Aid Certificate is desirable.

Work Health and Safety

- Accepts responsibility for own and other's safety.
- Identifies and reports hazards and incidents.
- Understands and applies safe work practices.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the Code of Ethics for the South Australian Public Sector.
- Maintain a commitment to EEO, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the Public Sector Act 2009.
- Actively participate in the Department's Performance Development and Review Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.

APPROVED

DEW Branch:	Regional Operations/Kangaroo Island	Date classified:	21/07/20 – Updated June 2023
DEW Division:	National Parks and Wildlife Service	Classified:	Yes