

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Children's Engagement Officer

Division: National Parks and Wildlife Service

Classification Level: ASO2

Branch/Unit: Public Land and Business Partnerships / Cleland Wildlife Park

CHRIS Position Number: P38391

Reports to (Title): Manager, Park Experience and Operations

About the Agency – [Department for Environment and Water](#)

About the Role

The Children's Engagement Officer is responsible for the delivery of family focused events and activities which increases engagement with families and children at Cleland Wildlife Park. This role is required to work with the education team in the development of school holiday programs and events and engage with external organisations in the delivery of a variety of nature based themed programs. The incumbent will also be required to assist with the delivery of formal curriculum-based education programs as required.

Key Role Outcomes

- Assisting in the updating of educational material and delivery of nature-based school holiday programs and family focussed programs and special events.
- Children's engagement, education programs and events are facilitated safely, consistently and clearly ensuring animal interactions are well managed.
- Bookings, enquiries and communications are dealt with in a timely manner.
- Facilities, equipment and resources are cleaned, maintained, stored and utilised appropriately.
- Visitor services and products are promoted and assistance and guidance is provided to school groups and families.
- Predetermined KPI targets for engagement and revenue are successfully met.
- Relevant policies and the procedures are complied with at all times and all reasonable steps are taken to ensure the safety and protection of children and young people.

Essential Criteria (including qualifications)

- Experience in the development, presentation and promotion of school holiday and education programs and events.
- Experience with public engagement, leading groups and providing information services at a tourism site.
- Demonstrated ability to assist in the planning, development and delivery of safe, well managed learning opportunities.
- Demonstrated understanding of providing a safe environment to children, young people and their families in line with relevant policies and procedures.
- Demonstrated ability to effectively communicate to a diverse audience.

- Demonstrates ability to work alone and be self-reliant.

Desirable Criteria

- Relevant studies in early childhood learning or similar.
- Current Apply First Aid Certificate.

Key Relationships/Interactions

- General Manager, Cleland Wildlife Park
- Education Officer, Cleland Wildlife Park
- Key stakeholders including school groups, families, staff and volunteers.

Special Conditions

- Will be required to participate in emergency preparedness, response and recovery activities required by government agencies.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia.
- The incumbent will be required to undertake Mandatory Reporting training.
- The incumbent will be required to undertake Child Safe Environments training.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.
- This role has been identified as a:
 Position of trust ☒ Prescribed position ☒ Not applicable ☐
- The following screening checks are required:
 - You will be required to provide a valid Nationally Coordinated Criminal History Check prior to being employed, which is required to be renewed every three years before expiry. DEW will cover the cost of renewal.
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Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and Changes	• Creating Vision and Direction	• Understands the Agency's direction and communicates this to colleagues and clients. • Understands how their work contributes to achieving the Agency's goals.
Achieves Results	• Assuming Accountability • Making Decisions	• Establishes own credibility by demonstrating personal and technical competence. • Shows initiative in moving their projects and tasks forward. • Considers key risks and benefits before making a decision. • Makes timely decisions for their area of responsibility.

Drives Business Excellence	• Facilitating Quality and Continuous Improvement • Promoting Customer Service • Directing Resources	• Identifies opportunities for doing work better and more quickly. • Can apply changes effectively within their own role. • Considers constructive feedback from customers and learns from complaints. • Seeks to understand the requirements of diverse customers. • Sets priorities for self in order to meet desired results. • Identifies potential issues that may impact on timeframes.
Forges Relationships and Engages Others	• Influencing and Negotiating	• Provides accurate information in a timely way to appropriate groups upon request. • Listens to others and acknowledges their views.
Exemplifies Personal Drive and Professionalism	• Displaying Flexibility and Resilience	• Accepts changes required to their job role in a positive manner. • Embraces new learning that may be required to adapt successfully to changes in the job role.

Work Health and Safety

Follow workplace safety procedures

- 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](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department's Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people and act in accordance with the Child Safe Environment Policy and Procedure at all times.

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