



## Position Description

<b>Position</b>	Ranger
<b>Directorate</b>	Assets & Parklands
<b>Location/s</b>	Various Harbour Trust sites as required
<b>Reports to</b>	Head Ranger/Deputy Head Ranger
<b>Direct Reports</b>	Nil
<b>Enterprise Agreement Classification</b>	Level 3
<b>Our Organisation</b>	<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>
<b>Code of Conduct &amp; Values</b>	<p>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.</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>
<b>Harbour Trust Behaviours</b>	Delivering on these behavioural expectations is the responsibility of all staff and forms part of our integrated performance framework:



	<ul style="list-style-type: none"> <li>- We are ambassadors</li> <li>- We share information</li> <li>- Us not they</li> <li>- Collaboration is key</li> <li>- Caring for country mindset</li> <li>- We are all storytellers</li> <li>- Being constructive</li> <li>- Innovation mindset</li> </ul>
<b>Delegations</b>	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.
<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.

*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)**

- 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 Police Check
- Satisfy a Working with Children Check



## INTEGRATED LEADERSHIP SYSTEM - Level 3

Supports strategic direction	Achieves results	Supports productive working relationships	Displays personal drive and integrity	Communicates with influence
<p><b>Supports shared purpose and direction</b></p> <p>Understands and supports the organisation's vision, mission and business objectives. Follows direction provided by supervisor. Recognises how own work contributes to the achievement of organisational goals. Understands the reasons for decisions and recommendations.</p> <p><b>Thinks strategically</b></p> <p>Understands the work environment and contributes to the development of work plans and team goals. Demonstrates an awareness of the implications of issues that may impact on own work objectives.</p> <p><b>Harnesses information and opportunities</b></p> <p>Knows where to find information, and asks questions to ensure a full understanding of an issue. Uses common sense to recognise the importance of available information. Keeps self and others well informed on work progress.</p> <p><b>Shows judgement, intelligence and commonsense</b></p> <p>Researches and analyses information and makes recommendations based on evidence. Identifies issues that may impact on tasks. Suggests improvements to work tasks and business practices.</p>	<p><b>Identifies and uses resources wisely</b></p> <p>Reviews task performance and communicates outcomes to supervisor. Understands individual and team capabilities and makes effective use of own capabilities.</p> <p><b>Applies and builds professional expertise</b></p> <p>Contributes own expertise to achieve outcomes for the business unit.</p> <p><b>Responds positively to change</b></p> <p>Establishes task plans to deliver objectives. Responds in a positive and flexible manner to change. Shares information with others and adapts to a changing environment.</p> <p><b>Takes responsibility for managing work projects to achieve results</b></p> <p>Sees tasks through to completion. Works within agreed priorities. Commits to achieving quality outcomes. Maintains accurate records and files. Seeks feedback from supervisor to gauge satisfaction and seeks assistance when required.</p>	<p><b>Nurtures internal and external relationships</b></p> <p>Builds and sustains positive relationships with team members and clients. Actively participates in teamwork and activities. Responds under direction to changes in client needs and expectations.</p> <p><b>Listens to, understands and recognises the needs of others</b></p> <p>Actively listens to colleagues and clients. Shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.</p> <p><b>Values individual differences and diversity</b></p> <p>Understands, values and responds to different personal styles. Tries to see things from different perspectives. Treats people with respect and courtesy.</p> <p><b>Shares learning and supports others</b></p> <p>Identifies learning opportunities. Makes time for people and supports the contribution of others. Understands and acts on constructive feedback.</p>	<p><b>Demonstrates public service professionalism and probity</b></p> <p>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 work area in internal forums.</p> <p><b>Engages with risk and shows personal courage</b></p> <p>Provides accurate advice on issues. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.</p> <p><b>Commits to action</b></p> <p>Takes personal responsibility for accurate completion of work and seeks assistance when required. Commits energy and drive to see that goals are achieved.</p> <p><b>Promotes and adopts a positive and balanced approach to work</b></p> <p>Focuses on achieving objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner.</p> <p><b>Demonstrates self awareness and a commitment to personal development</b></p> <p>Seeks feedback from others. Communicates areas of strengths and works with supervisor to identify development needs. Reflects on own behaviour and recognises the impact on others. Seeks self-development opportunities.</p>	<p><b>Communicates clearly</b></p> <p>Confidently presents messages in a clear, concise manner. Focuses on key points and uses appropriate language. Structures written and oral communication to ensure clarity.</p> <p><b>Listens, understands and adapts to audience</b></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.</p> <p><b>Negotiates confidently</b></p> <p>Listens to, and considers different ideas and discusses issues credibly and thoughtfully. Identifies relevant stakeholders.</p>