

# Attachment 18

ACT Public Service

# WORK LEVEL STANDARDS

**Classification: Park Ranger**



**ACT**  
Government

## INTRODUCTION TO ACTPS WORK LEVEL STANDARDS

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Work level standards (WLS) describe the distinctive elements of work at each classification level. They are a statement of the broad job requirements and operating context, the typical duties, and the qualifications, skills and experience required of each classification level.

WLS are not supposed to be a comprehensive list of responsibilities and duties for each classification level. Roles will not necessarily involve all of the examples listed in the WLS.

The current WLS have been developed using multiple sources of information to ensure they suitably reflect and are relevant to the operating context within which the classification group is currently operating within.

The descriptions of the functions and characteristics consider the wide-ranging nature of work that occurs within the ACTPS. They should be considered as general in nature and will require some interpretation based on the broad job context and conditions within which the functions and characteristics are performed.

The WLS consist of the following three elements:

- 1. Characteristics** contain general statements about the broad job requirements and operating context for each classification level. They are described in *work value* terms, using the four key elements of the ACTPS Work Value Framework:
  - Responsibility and accountability
  - Physical nature of work (where applicable)
  - Cognitive nature of work
  - Social nature of work
- 2. Functions** detail the typical duties and provides examples of the types of tasks and/or functions performed at each classification level.
- 3. Qualifications, skills, and experience** detail the general type and extent of the qualifications, skills and experience expected at each classification level.

## HOW ARE WORK LEVEL STANDARDS RELEVANT?

The ACTPS WLS:

- Provide a common language across work areas and Directorates within the ACTPS.
- Support sound decision-making for role design and classifications.
- Help employees understand what is expected of them in their role.

The main uses for WLS include:

- **Role classification** – for example, a new role is being created and the WLS are used to determine what classification the role should be.
- **Role design or re-design** – for example, the operating context a role is working within has changed and the role needs to be re-designed to reflect the changes.
- **Evaluation of work value** – for example, when the requirements of a role have changed they should be assessed using the *ACTPS Work Value Assessment Framework* to determine the most suitable classification level.
- **Developing a position description or job advertisement** – for example, when advertising to recruit for a role, the WLS can be used to describe the key requirements associated with the role.

- **Learning and development** – for example, an employee who wants to progress to a higher classification level can use the WLS to identify the areas where they need to gain more experience.
- **Performance management** – for example, a manager can use the WLS to set performance expectations related to the role and classification level with their team members.

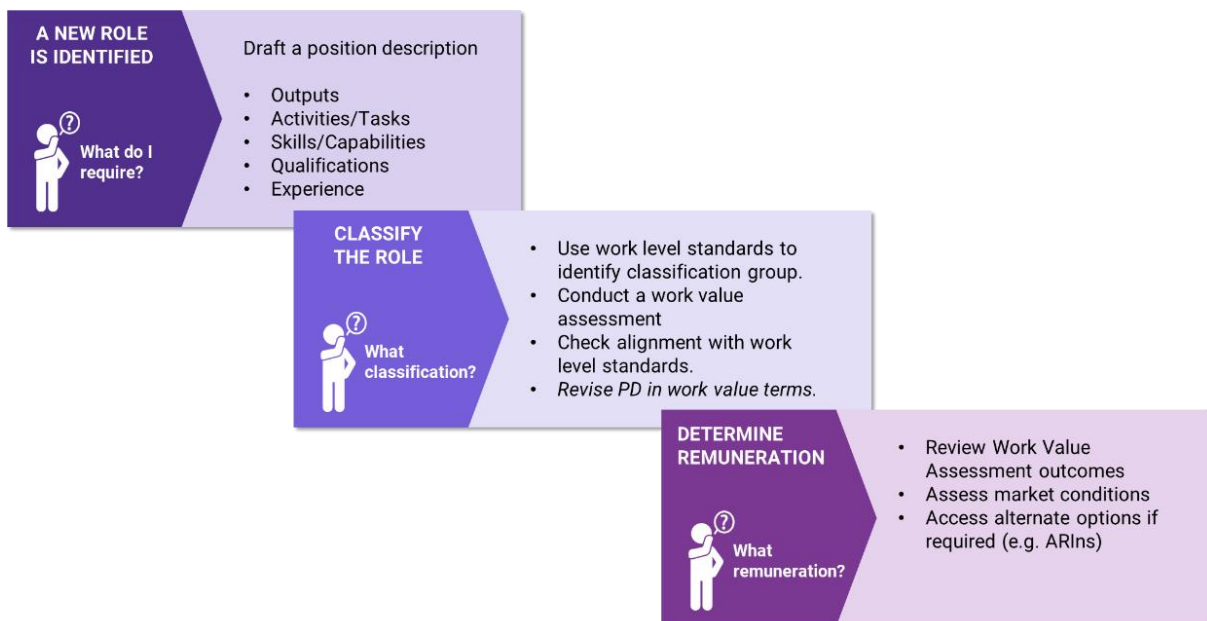
## USING WORK LEVEL STANDARDS AND WORK VALUE ASSESSMENT TOOL FOR CLASSIFYING A ROLE

Assessing a role for the purposes of classification involves objectively evaluating a role based on information and evidence gathering and mapping against the ACTPS Work Value Assessment framework features which can be found in the *ACTPS Work Value Assessment Tool*. Information and evidence gathering includes activities such as reviewing position descriptions and interviewing or surveying individuals within a role and those supervising the role.

It is important to note the *ACTPS Work Value Assessment Tool* provides an assessment of work value only. To determine what classification a role best fits within, a review of relevant work level standards will also need to be undertaken. Work level standards capture the way in which tasks, responsibilities, skills, and experience differ across classifications.

There are also additional considerations, such as market conditions, that are important when it comes to determining remuneration for a role.

An example of how the work value assessment, work level standards, and other considerations all form part of determining the classification for a role is depicted below.



Appendix A of this document provides a set of recommended work value scores for this classification group that should be used in line with the guidance provided in the *ACTPS Work Value Assessment Tool*.

## SUMMARY

### Characteristics

The following table outlines the differences between the Park Ranger levels in terms of the work value factors (*refer to the ACTPS Work Value Assessment Framework for further details*).

WORK VALUE FACTORS	PARK RANGER 1	PARK RANGER 2	PARK RANGER 3
Organisation of work	Low responsibility	↑ Limited Responsibility	↑ Moderate Responsibility
Implications of failure	Minor	↑ Moderate	→ Moderate
Autonomy and decision making	General supervision	↑ Limited supervision	↑ Limited direction
Accountability	Low	↑ Limited	↑ Moderate
Physical environment	Moderate	↑ High	→ High
Degree of physicality	Moderate	↑ High	→ High
Cognitive complexity	Low complexity	↑ Procedural complexity	↑ Moderate complexity
Application of knowledge and skills	Basic	↑ Intermediate	↑ Substantial
Mental Stress	Low exposure	→ Low exposure	→ Low exposure
Team environment	Low interaction	↑ Moderate interaction	↑ High interaction
Customer and client relationships	Routine customer service	→ Routine customer service	↑ Moderately and complex customer service

↑ Higher work value than the lower Classification level → Equivalent work value than the lower Classification level

### Functions

There are many typical duties which are similar across the levels with the key differences relating to the additional management, leadership and advisory responsibilities which increase at each level.

### Qualification, skills, and experience

All levels require knowledge and/or experience in natural and cultural resource management, starting at a basic-level requirement for Park Ranger 1 through to considerable experience for Park Ranger 3 level.

All levels require possession of a valid manual drivers' licence.

For Park Ranger 2 and Park Ranger 3 levels, a relevant tertiary qualification in Natural and Cultural Resource Management, Park Management or Environmental Science, and First Aid Certification (Remote Area/Senior/Advanced level) is desirable.

The Park Ranger 3 level is expected to have skills and experience related to leadership and management.

# PARK RANGER 1

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## CHARACTERISTICS

### Responsibility and accountability

A role at this level would typically:

- Have little or no supervisory responsibilities.
- Have responsibility for use of own resources in line with established procedures and practises.
- Incur minor consequences arising from failure to effectively undertake the required work because there are mitigations in place to prevent major consequences occurring.
- Work under general supervision.
- Conduct work independently within established procedures and guidelines.
- Be accountable for the setting of own priorities and for completion of allocated tasks and compliance with set procedures.
- Be accountable to an immediate supervisor for their own work.
- In some circumstances, be responsible for providing advice to other employees on procedural and less technical issues related to the immediate work area and identifying and managing risks that affect day-to-day tasks.

### Physical nature of work

Work at this level would typically require:

- Operating in a changing working environment with exposure to physical and environmental factors which could cause accident, health, or discomfort if not mitigated successfully.
- The use of specific physical skills and/or physical exertion, on a regular basis, to perform the job requirements.

### Cognitive nature of the work

Work at this level would typically:

- Be generally straightforward and relate to a broad range of tasks.
- Be completed via the application of well-established principles, practices, and procedures in combination.
- Involve problems that may have some complexities yet are broadly similar to past problems with solutions generally being found in documented precedents, or in rules, regulations, guidelines, procedures, and instructions.
- Be mostly stable in effort with occasional exposure to high pressure or extreme demands.

### Social nature of the work

Work at this level would typically involve:

- Work being undertaken independently with a low level of interaction with or reliance on other team members to undertake the work.
- Interaction with team members to exchange information and occasionally to complete simple and straightforward tasks.
- Communication with and provision of information and advice to a range of stakeholders.

- Applying standard procedures to meet stakeholder requirements and solve stakeholder problems.
- Delivering an effective customer service on routine matters and provide quality accurate and consistent advice.
- Representing the work area at internal meetings and external meetings.

## FUNCTIONS

Typical duties for this work level include:

- Oversee and monitor public access to land and/or aquatic areas.
- Issue permits and collect fees.
- Patrol parks and reserves or geographic areas within parks or reserves.
- Monitor flora, fauna, stock, or aquatic resources (including pest species) and apply appropriate controls for feral animals and noxious weeds.
- Conduct, or assist with field surveys and investigations such as soil and land classification surveys, botanical mapping, wildlife population and health surveys and entomological surveys.
- Customer engagement activities including providing information to visitors, conducting guided tours or walks, presenting educational sessions, and preparing displays and brochures.
- Management of straying stock or wildlife.
- Manage stock reserves, and horse paddocks.
- Feed and tend captive fauna populations, monitoring general health and condition. Maintain the cleanliness and security of enclosures.
- Identify native flora species and implement appropriate planting programs.
- Provide technical guidance and advice to ACT Government land lessees on weed control, fencing, livestock management and soil conservation. Report on the condition and management of leasehold land due for periodic revaluation or lease renewal.
- Liaise with Aboriginal communities, other members of the public (e.g. neighbouring landholders), external authorities, or special interest groups in relation to routine park or reserve operations.
- Undertake measures to protect Aboriginal and European historical and cultural sites, including routine maintenance work where appropriate.
- Contribute to the formulation and implementation of repairs, maintenance and development programs involving:
  - minor construction works (e.g. fencing and construction of erosion control measures)
  - maintenance of campground sites and walking tracks
  - cleaning and maintenance of amenities
  - clearing of litter
  - minor maintenance of plant, signs equipment, firebreaks, buildings, and vehicles, including boats and boating equipment.
- Investigate and/or report on suspected infringements under relevant legislation in relation to environmental, agricultural, and wildlife resource management, including boating and fishing.
- Undertake fire protection and control activities including hazard identification, preventative measures, and firefighting.
- Supervise contractors or staff engaged in minor construction or maintenance works e.g. noxious weed control, nature, and horse trail construction.
- Participate in search and rescue and other emergency operations.

## QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- Practical and procedural knowledge in park or reserve management activities.
- An understanding of underlying ecological principles and knowledge of relevant statutory, regulatory and policy frameworks to draw conclusions, interpret and apply guidance material and resolve recurring problems.
- A valid manual drivers' licence.

## PARK RANGER 2

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### CHARACTERISTICS

#### Responsibility and accountability

A role at this level would typically:

- Have limited supervisory responsibilities. There may be a requirement to provide advice and guidance on procedural matters.
- Have some direct responsibility for resource management in-line with established procedures and practices.
- Work under limited supervision.
- Follow well defined and detailed policies, technical or professional guidelines and accepted practice or precedents to achieve specific end results.
- Incur moderate consequences arising from their failure to effectively undertake the required work because there are a range of mitigations in place.
- Make decisions and achieve results based on evaluative judgement and the tailoring of work methods, interpreting, and adapting existing procedures and practices.
- Make decisions on a variety of matters and in some cases handle complex or escalated issues that have a medium to high impact on the work area.
- In some circumstances, be accountable for setting priorities for the work area, monitoring workflow, and reviewing work of less experienced employees.
- Be accountable to an immediate supervisor for personal and team outcomes to some extent.
- Be accountable for monitoring emerging issues, identifying their impact on tasks and identifying and mitigating risks that will impact on personal and team outcomes.
- Be responsible for managing competing requests, demands and priorities.
- Be responsible for planning for the achievement of personal or team results.

#### Physical nature of work

Work at this level would typically require:

- Operating in a working environment subject to regular change, requires a need to be adaptive, or is spread across multiple disparate locations.
- Being exposed to unavoidable physical and environmental factors which increase the risk of accident, health, or discomfort.
- Constant use of specific physical skills or physical exertion to perform the job requirements.
- The worker to maintain a specific physical condition to effectively perform the job requirements.

#### Cognitive nature of the work

Work at this level would typically:

- Be moderately complex to complex in nature and relates to a range of activities.
- Be able to be related to past experience or be understandable using available information.
- Use interpretation, analysis, and some judgement to select an appropriate course of action.
- Require professional, technical or management knowledge in a specialised area across a range of areas.
- Be mostly stable in effort with occasional exposure to high pressure or extreme demands.



## Social nature of the work

Work at this level would typically involve:

- Some of interaction with and reliance on other team members.
- Providing advice and support to team members.
- Occasional reliance on other team members to complete simple and straightforward tasks.
- Occasional interaction with other teams within the organisation.
- Communication with and provision of information and advice to a range of stakeholders.
- Applying standard procedures to meet stakeholder requirements and solve stakeholder problems.
- Delivering an effective customer service on routine matters and provide quality accurate and consistent advice.
- Representing the work area at internal meetings and external meetings.

## FUNCTIONS

Typical duties for this work level include:

- Direct, co-ordinate and control the field operations for a park, reserve or geographic area within a park or reserve (e.g. district) which involves a limited range of park or reserve management activities, including:
  - Supervision of one or more rangers (Park Ranger 1 level) engaged in these activities.
  - Ensuring the efficient use of and exercising control over associated expenditure, plant and equipment.
  - Determining work priorities and making recommendations on the allocation of resources.
  - Liaison with interest groups (e.g. Aboriginal communities) on operational and minor development matters.
  - Training subordinate staff.
  - Performing administrative tasks.
  - Customer engagement activities including providing information to visitors, conducting guided tours or walks, presenting educational sessions, and preparing displays and brochures.
- Oversee contractors or day labour staff engaged in major development, construction or maintenance works and assess and report on standard of completed work.
- Formulate and review programs for repairs and maintenance of park or reserve facilities and equipment.
- Under guidance from technical and professional staff provide advice on:
  - crop and stock propagation and growth
  - pasture establishment and management
  - the suitability of various types of equipment
  - livestock nutrition, breeding, and disease control.
- Undertaking a limited range of park or reserve management activities including:
  - Patrol and inspect land and/or aquatic areas.
  - Investigate and/or report on suspected infringements of relevant legislation.
  - Issue permits and collect fees.
  - Management of straying stock or wildlife.
  - Manage stock reserves, pounds, and horse paddocks.
  - Provide advice on suitable stocking rates for agistment.
  - Conduct of field surveys and investigations such as soil and land classification surveys, botanical mapping, wildlife population and health surveys, and entomological surveys.

- Develop programs for the conservation of ecological, cultural, and recreational resources.

## QUALIFICATIONS, SKILLS AND EXPERIENCE

A role at this level is expected to have:

- Experience in and possess sound knowledge of a range of park or reserve management activities.
- Well-developed knowledge of relevant statutory, regulatory and policy frameworks.
- A valid manual drivers' licence.

Desirable qualifications, skills and experience include:

- A relevant tertiary qualification in Natural and Cultural Resource Management , Park Management, or Environmental Science.
- Specialised knowledge in a particular field of activity (e.g. wildlife conservation).
- A current Advanced First Aid Certificate.

## PARK RANGER 3

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### CHARACTERISTICS

#### Responsibility and accountability

A role at this level would typically:

- Supervise and organise the day-to-day work of a small number of employees or a small team who carry out similar types of work or have team members undertaking similar tasks or who possess similar skill sets.
- Have direct responsibility for resource management including administering, monitoring, and reporting.
- Incur moderate consequences arising from their failure to effectively undertake the required work because there are some mitigations in place to prevent major consequences occurring.
- Work under limited direction, using discretion and initiative over a broad area of activity with autonomy in interpreting policy and applying practices and procedures.
- Make decisions based on professional judgement and evaluating risk in the context of a complex and changing environment.
- Make decisions on a broad variety of matters with a significant impact on own work area and may affect other parts of the agency.
- Be accountable for developing plans and objectives for short-term tasks and contributing to business improvement strategies.
- Be accountable to immediate supervisor and for team outcomes.
- Be accountable for monitoring related emerging issues, identifying their impact, and conducting risk management activities within a sphere of responsibility.
- Contribute to strategic planning for longer-term initiatives.
- Provide expertise and technical knowledge across a range of activities, providing technical advice, and ensuring knowledge of and compliance with relevant legislation and policy frameworks.
- Be responsible for setting priorities and ensuring quality of outputs for the work area.

#### Physical nature of work

Work at this level would typically require:

- Operating in a working environment subject to regular change, requires a need to be adaptive, or is spread across multiple disparate locations.
- Being exposed to unavoidable physical and environmental factors which increase the risk of accident, health, or discomfort.
- Constant use of specific physical skills or physical exertion to perform the job requirements.
- The worker to maintain a specific physical condition to effectively perform the job requirements.

#### Cognitive nature of the work

Work at this level would typically:

- Be moderately complex to complex in nature and relate to a range of activities.
- Be mostly stable in effort with occasional exposure to high pressure or extreme demands.
- Require interpretation, analysis, and some judgement to select an appropriate course of action.
- Require professional, technical or management knowledge in a specialised area across a range of areas.

## Social nature of the work

Work at this level would typically involve:

- A significant level of interaction with and reliance on other team members.
- Cooperation and negotiation with team members to solve problems.
- Reliance on other team members to complete complex tasks.
- The potential need to engage in a high-level of regular interaction with other teams within the organisation.
- Communicating and providing advice and recommendations to a wide variety of customers and external stakeholders to achieve work area goals.
- Liaising with a range of stakeholders in relation to difficult or sensitive issues, and on moderately complex to complex policy, project or operational issues.
- Consulting and advising internal and external stakeholders, anticipating, and responding to their needs and expectations.
- Representing the agency by promoting its interest at community and cross-agency levels and undertaking a representation or presentation role on behalf of the immediate work area.
- Providing customer or client service on routine matters and more complex issues.

## FUNCTIONS

Typical duties for this work level include:

- Direct, co-ordinate and control the field operations for a park, reserve or geographic area within a park or reserve (e.g. district) which involves a limited range of park or reserve management activities, including:
  - Supervision of one or more Rangers (Park Ranger 1 and 2 level), Technical Officers and Field Officers engaged in these activities.
  - Ensuring the efficient use of and exercising control over associated expenditure, plant, and equipment.
  - Determining work priorities and allocating resources.
  - Developing and implementing training and development programs for subordinate staff.
  - Liaison with interest groups (e.g. Aboriginal communities) and external authorities on operational and minor development matters.
  - Performing administrative tasks.
- Oversee contractors or staff engaged in major development or construction works, particularly works which are significant because of their environmental impact or the liaison required with interest groups, landholders, or external authorities.
- Provide advice on significant and recurring planning requirements for the park, reserve or geographic area within a park or reserve (e.g. district).
- Undertaking a limited range of park or reserve management activities including:
  - Patrol and inspect land and/or aquatic areas.
  - Investigate and report on suspected infringements of relevant legislation.
  - Issue permits and collect fees.
  - Fire protection and control.
  - Rapid response to matters of public safety and assist in emergency incidents such as search and rescue, vehicle accidents or fire suppression.
  - Monitor flora or fauna resources.
  - Control of feral animals and noxious weeds.

- Customer engagement activities including providing information to visitors, conducting guided tours or walks, presenting educational sessions, and preparing displays and brochures.
- Manage stock reserves, pounds, and horse paddocks.
- Control straying stock.
- Provide advice on appropriate stocking rates for agistment.
- Provide advice to pastoral leaseholders on feral animal and weed control, fencing, livestock, and soil conservation requirements.
- Liaison with external authorities or interest groups.
- Conduct of field surveys and investigations such as soil and land classification surveys, botanical mapping, wildlife population and health surveys, and entomological surveys.
- Develop programs for the conservation of ecological, cultural, and recreational resources.

## QUALIFICATIONS, SKILLS AND EXPERIENCE

A person in a role at this level is expected to have:

- Considerable experience in park or reserve management, including the conduct of a broad range of field operations.
- Experience coordinating teams implementing a complex range of operational and strategic plans, projects, and contracts in the area of natural resource management.
- Skills and experience in leadership, project management, financial management, and contract management.
- Extensive knowledge of the ecological aspects of the land area concerned and park or reserve management principles in general.
- Well-developed knowledge of relevant statutory, regulatory and policy frameworks.
- A valid manual drivers' licence.

Desirable qualifications, skills and experience include:

- A relevant tertiary qualification in Natural and Cultural Resource Management, Park Management, or Environmental Science.
- A degree in natural resource management with diversified experience of 5-8 years plus and/or equivalent associated natural resource management qualifications (e.g. Certificate IV, Associate Diploma) and extensive experience in a specialised field of activity (e.g. wildlife conservation).
- A current Remote Area First Aid or Senior First Aid Certificate.

## APPENDIX A – RECOMMENDED WORK VALUE SCORES

The following graph shows the recommended range of work value scores for the classification group. The vertical axis indicates the work value score range (with the minimum work value score being 22 and maximum 110). The horizontal axis displays each classification level, with the table specifying the minimum and maximum work value score for each classification level. Note these scores should be used in conjunction with the guidance provided in the *ACTPS Work Value Assessment Tool*.

