

# Role Description

(Non-Manager)



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**Role Title:** Site Interpreter

**Division:** National Parks and Wildlife Service

**Classification Level:** GSE3

**Branch/Unit:** Flinders & Outback Region

**CHRIS Position Number:**

**Reports to (Title):** Ranger In Charge – Nilpena Ediacara National Park

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## 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 and flood, 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.

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## About the Branch/Business Unit

The Flinders & Outback 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. The Nilpena Ediacara National Park is on the tentative list for World Heritage for its extensive Ediacaran fossil deposits.

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## About the Role

The Site Interpreter contributes to the delivery of interpreted guided tours to the general public, tour groups and educational institutions. Also incorporated in the position is site management functions including visitor precinct and accommodation servicing, park access, Commercial Tour Operator communication and liaison, Customer service, Bookings and basic park maintenance duties.

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## Key Role Outcomes

- Nilpena Ediacara National Park Tourism Precinct including Shearers Quarters, Woolshed and Blacksmith AV Display is presented at a high standard and welcoming to all visitors.
- A range of interesting natural and human heritage experiences are provided daily through tour operations and/or educational services that interpret, inform and/or teach palaeontology, geology, biodiversity, fauna and flora, Aboriginal heritage and European history.
- The sales of tours are maximised through consistently high levels of customer service and flexibility.
- A high standard of open communication is maintained between employees and with visitors. This is achieved through active participation in telephone and booking duties, onsite service and being available during tour operations for communication to other CTO's, scientists or national park staff to facilitate smooth operations.
- A high focus is maintained on implementing Workplace Safety & Wellbeing policies and legislation. Employees understand and comply with approved safe working procedures and participate confidently in emergency response procedures.

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## Key Relationships

- Nilpena Ediacara National Park employees
- National Parks & Wildlife Service Flinders & Outback Region employees
- Visitors and the general public
- Educational providers and Commercial Tour Operators
- External stakeholders including Flinders Ranges Ediacara Foundation, Universities, External CTO's and volunteers

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## Special Conditions

- May be required to participate in fire management or associated duties.
  - A current class "C" (unrestricted) driver's licence and willingness and ability to safely operate a 4wd is essential.
  - South Australian driver accreditation is desirable.
  - Located at Nilpena Ediacara National Park 20km North of Parachilna or 40km South of Leigh Creek.
  - Required to work a roster including weekends and public holidays. Hours of work vary according to the operational needs of the business centre and the incumbent may be required to work at short notice.
  - A current Remote Area First Aid Certificate is essential.
  - Will be required to wear a uniform in accordance with departmental policy.
  - 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 Australian 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
<b>Drives Business Excellence</b>	<ul style="list-style-type: none"> <li>• Optimising Performance</li>   <li>• Promoting Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Works collaboratively with team members to set challenging team and individual goals.</li> <li>• Provides and receives constructive feedback with team members in a non-threatening way to continually develop skills and performance.</li>   <li>• Gathers feedback from customers to assist in continually improving service delivery.</li> <li>• Acknowledges and responds positively to constructive feedback gained from customers.</li> <li>• Takes considerable effort to understand and respond to the requirements of diverse customers.</li> </ul>
<b>Forges Relationships and Engages Others</b>	<ul style="list-style-type: none"> <li>• Influencing &amp; Negotiating</li>   <li>• Establishing &amp; Maintaining Networks</li>   <li>• Communicating &amp; Managing Conflict</li> </ul>	<ul style="list-style-type: none"> <li>• Listens to others and acknowledges their views.</li> <li>• Provides accurate information in a timely way to appropriate groups upon request.</li> <li>• Is proactive in keeping their direct supervisor and/or line manager informed of work progress.</li>   <li>• Readily responds to requests for information and follows through on undertakings.</li> <li>• Maintains composure and a friendly demeanour in dealing with others.</li> <li>• Is respectful of the varying needs of people from diverse backgrounds.</li>   <li>• Is not afraid to express their own opinion and is respectful of others views by encouraging dialogue amongst colleagues and team members.</li> </ul>
<b>Exemplifies Personal Drive and Professionalism</b>	<ul style="list-style-type: none"> <li>• Displaying Flexibility &amp; Resilience</li> </ul>	<ul style="list-style-type: none"> <li>• Is able to switch tasks quickly.</li> <li>• Communicates setbacks to manager/supervisor and continues to effectively progress other priorities.</li> <li>• Accepts changes required to their job role in a positive manner.</li> <li>• Embraces new learning that may be required to adapt successfully to changes in the job role.</li> <li>• Remains calm under pressure.</li> </ul>

## Technical, Professional/Knowledge and Experience (including qualifications)

### Problem Solving

- Uses common sense and past experiences to approach problems and provides options to their manager/supervisor for resolving the issue.
- Listens openly and actively seeks to find solutions to problems.
- Knows the boundaries of their responsibility and takes action accordingly.
- Knows when to pass an issue to their manager/supervisor.

### Thinking & Creativity

- Is open to the challenge of new or different ways of doing work/business.
- Contributes useful ideas in brainstorming sessions.
- Can present information with artistic flair and in a friendly and confident manner.

### Organisational Knowledge

- Understands responsibilities of work area and those of customers.
- Is able to convey services and purpose of work area to internal and external customers in a clear and respectful manner.

### Technical Knowledge

- Demonstrates a good understanding of commercial business operations.
- Shows enthusiasm for building on their current knowledge base.
- Demonstrates a fundamental understanding of Microsoft Word, Microsoft Excel and social media programs.

### Qualification

- A tertiary qualification in Science or Tourism is desirable.

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## 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.

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## 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.

DEW Branch:	Regional Operations-Flinders & Outback Region	Date classified:	October 2010 (Comparison 4/12/2023)
DEW Division:	National Parks & Wildlife Service	Classified:	Yes