

Role Description

(Non-Manager)



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

Role Title: Education Officer

Division: National Parks and Public Lands

Classification Level: ASO2

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

CHRIS Position Number: Various

Reports to (Title): Education Officer

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

About the Role

The Education Officer is responsible for assisting the Education team with the facilitation of educational programs, tours, school holiday and children's programs as well as events at Cleland Wildlife Park and at off park events. The role is responsible for assisting with bookings and communications, as well as liaising with key stakeholders, external agencies, community, staff and volunteers. The role will be required to assist in the development of school holiday programs and events, as well as education programs that align with the Australian Curriculum.

Key Role Outcomes

- Contribute to the development of educational programs ensuring that they are in line with the Australian School Curriculum.
- Education, school holiday, children's and event programs and tours are facilitated safely, delivered consistently and clearly.
- Bookings and communications are received and responded to professionally and in a timely manner.
- Program feedback is received, collated and referred to when developing future education programs and materials.
- Facilities, equipment and resources are cleaned, maintained, stored and utilised appropriately.
- Animals are appropriately handled and maintained for educational and interpretive purposes.
- Visitor services and products are promoted and assistance and guidance is provided to school groups, program participants and the general public.

Essential Criteria (including qualifications)

- Experience in the development and presentation of school holiday, children's and education programs.
- Experience with public engagement, tours and/or events.
- Demonstrated ability to assist in the management and promotion of events, educational, and children's programs as well as information services at a major tourism site.
- Demonstrated ability to assist in the planning, development and delivery of safe, well managed learning opportunities.
- Demonstrated ability to effectively communicate to a diverse audience.

- Demonstrated ability to appropriately handle and exhibit a wide range of native animals for interpretative and educational purposes.

Key Relationships/Interactions

- Operations Manager, Cleland Wildlife Park
- General Manager, Cleland Wildlife Park
- Children’s Engagement Officer
- Key stakeholders, staff and volunteers

Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- 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.
- Prior to being employed, the successful applicant will be required to provide a Department of Human Services (DHS) working with children check (WWCC) which is required to be renewed every five years before expiry. [DEW will cover the cost of renewal].
- A current class “C” driver’s licence.
- Willingness to obtain a First Aid Certificate
- Wearing a company uniform during working hours and/or when representing the department is mandatory.
- The incumbent will also be required to undertake Mandatory Reporting training.
- The incumbent will also be required to undertake Child Safe Environments training- full day course.

| Core Competencies | Elements | Behavioural Indicators |
|--|---|---|
| Shapes Strategic Thinking and changes | <ul style="list-style-type: none"> • Creating Vision and Direction | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Assuming Accountability • Making Decisions | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Facilitating Quality and Continuous Improvement • Promoting Customer Service | <ul style="list-style-type: none"> • 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. |

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| | <ul style="list-style-type: none"> • Directing Resources | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Influencing and Negotiating | <ul style="list-style-type: none"> • Provides accurate information in a timely way to appropriate groups upon request. • Listens to others and acknowledges their views. |
| Exemplifies Personal Drive and Professionalism | <ul style="list-style-type: none"> • Displaying Flexibility and Resilience | <ul style="list-style-type: none"> • 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 always adhering to the Child Safe Environment Policy and Procedure & Guideline.

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| Date Delegate approved original classification: | 28/11/2017 | Original Class method: | Full |
| Updated: | RD Update only | Date this version approved by delegate: | 19/11/2025 |