

Role Description

Senior Staff Officer



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Various
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	521111
Role Number	Various
PCAT Code	1131592
Date of Approval	March 2023
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities.

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary purpose of the role

The Senior Staff Officer provides high level and timely expert and professional support services to the Deputy Commissioner. This includes managing a diverse range of complex and/or sensitive issues, fostering key stakeholder relationships (both internal and external), and coordinating and tracking projects and tasks to support the agency's achievement of organisational objectives.

Key accountabilities

- Act as the Deputy Commissioner's point of contact, analyse and assess requests to prioritise matters, and initiate action exercising discretion and maintaining a high level of confidentiality
- Prepare, coordinate and review high level communication including submissions, ministerial requests, briefing notes and correspondence, to respond to issues and enquiries

- Undertake high level research, analysis, collation of reports, advice and briefings on complex and/or sensitive policy, projects and operational matters to support informed decision making and planning
- Prepare and maintain project documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of project outcomes
- Build and maintain highly effective relationships with key stakeholders to drive the facilitation of exchange of information and support project/task completion in line with agreed timeframes and/or project plans
- Manage the sourcing, collating and compiling of project information and data, to track and report on progress against established milestones and deliverables
- Contribute to a cohesive team environment by maintaining a co-operative and professional working relationship with other team members and cross functional areas
- Monitor, implement and evaluate administrative practices, systems and procedures within the directorate to optimise efficiency and support the delivery of quality outcomes

Key challenges

- Managing competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion
- Exercising a high level of judgement and decision making whilst often working independently
- Analysing and interpreting complex information, to determine the nature of a matter and evaluating impacts and deciding on appropriate action or responses
- Understanding of the operational context of NSW SES to support the Deputy Commissioner in business objectives and outcomes.

Key relationships

Who	Why
Internal	
Deputy Commissioner	<ul style="list-style-type: none"> • Participate in discussions and decisions; escalate issues and propose solution/s; receive guidance and provide regular updates on key projects, issues and priorities • Identify emerging issues/risks and their implications • Report on progress towards business objectives
Chief of Staff	<ul style="list-style-type: none"> • Manage the flow of information, seek clarification, escalate sensitive issues and propose solutions
Senior Executives, Senior Managers and Staff Officers	<ul style="list-style-type: none"> • Consult with Senior Executives, Senior Managers and Staff Officers to facilitate the effective and efficient dissemination of information, reports and key documents • Build and maintain effective relationships to ensure sharing of information and knowledge of key matters and strategic priorities

Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication • Manage the flow of information, seek clarification and provide advice and responses • Receive guidance and provide regular updates on projects, issues and priorities
Executive Support Officers and Administrative Support Officers	<ul style="list-style-type: none"> • Work collaboratively as a matrix aligned team across the Directorates to ensure alignment of priorities and business objectives • Escalate issues and receive/provide guidance on matters relating to the Deputy Commissioner • Identify and manage interdependencies across Directorates • Work collaboratively to achieve organisational outcomes and provide high level executive support to the Deputy Commissioners

Who	Why
External	
Stakeholders	<ul style="list-style-type: none"> • Provide sound and reliable advice; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes
Government agencies and Emergency Service agencies	<ul style="list-style-type: none"> • Build and maintain collaborative and effective stakeholder relationships to share information and support operational activity.

Role dimensions

Decision making

The role;

- Exercises considerable autonomy, judgement and initiative in resolving day-to-day issues that arise from service provision to the Deputy Commissioner and stakeholders;
- Seeks input of others to find and recommend appropriate solutions, considering impacts and risks;
- Determines priorities to ensure a consistent workflow is achieved and deadlines are met;
- Defers and escalates decisions to the Deputy Commissioner including approval for change, assignment of tasks within directorate, budget expenses, and major decisions related to projects and operations.

Reporting line

Deputy Commissioner

Direct reports

May have up to 1 direct report

Senior Staff Officer Operations – Coordinator Honours and Awards

Budget/Expenditure

Nil

Essential requirements

- Proven experience in supporting executive management overseeing multiple teams with an emphasis on coordinating information, preparing reports/briefings, problem-solving and decision making
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months.
- Understanding of the operational context relevant to NSW SES






You will be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept

Optimise Business Outcomes	Adept
Manage Reform and Change	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of new opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly

Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognize and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy

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- Communicate the project's objectives and its expected benefits
 - Monitor the completion of project milestones against goals and take necessary action
 - Evaluate progress and identify improvements to inform future projects

**People Management
Inspire Direction and
Purpose**

Adept

- Promote a sense of purpose, and help the team to understand the strategic direction of the organisation and the needs of customers and stakeholders
 - Translate broad organisational strategy and goals into tangible team goals and explain the links for the team
 - Ensure that team objectives and outcomes lead to the implementation of government priorities and create value for customers and stakeholders
 - Work to remove barriers to achieving goals
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