NSW RURAL FIRE SERVICE

ROLE DESCRIPTION
DIRECTOR INFORMATION COMMUNICATION TECHNOLOGY

Cluster	Stronger Communities
Directorate / Business Unit	Technology, Finance and Legal
Role Number	52013554
Band	Band 1
ANZSCO Code	135111
PCAT Code	3229192
Website	www.rfs.nsw.gov.au
Approval Date	29 November 2023

About Us

The NSW Rural Fire Service (RFS) protects the community and our environment by minimising the impact of fire and other emergencies. Our shared vision is to provide a world standard of excellence in the provision of a volunteer-based community fire and emergency service.

The NSW RFS is established under the *Rural Fires Act 1997* and is responsible for preventing and suppressing fires in rural fire districts, as well as being the lead agency for bush fire-fighting across the State. The agency also operates under the *State Emergency and Rescue Management Act 1989*. For over 100 years the NSW RFS has been a significant part of the history and landscape of NSW and is widely acknowledged as the largest volunteer fire service in the world.

Fighting fires and protecting the community from emergencies is the most visible aspect of the NSW RFS. The Service also has many responsibilities as the lead agency for bush fire management and mitigation in NSW. Working closely with other agencies, the NSW RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Leadership Commitment

❯ Value and recognise the contribution of our people
❯ Create an environment where people can be at their best
❯ Work together to deliver the best community outcomes
❯ Be responsive and hold ourselves and each other to account
❯ Appreciate our different backgrounds and experiences make us greater

Role Purpose

Drive the delivery of strategic, digital initiatives to support RFS emergency response and business operations and prepare the RFS for the future with digital leadership, innovation and engagement with business leaders and the executive. Lead the delivery of ICT services and programs that reflect

contemporary best practice, deliver business/community value and align with the organisation's strategic priorities.

Key Accountabilities

1. In collaboration with the executive, develop and deliver an effective ICT strategy that supports the delivery of organisational strategy and priorities.
2. Deliver the digital business transformation initiatives defined in the Transformation Roadmap.
3. Ensure a customer centric and member first approach when designing, implementing and supporting RFS systems.
4. Ensure ICT systems are integrated and fit-for-purpose and meet the needs of the organisation offering end-to-end efficiency.
5. Deliver services and systems in a cost effective manner, including through partnering with other agencies and strategically sourcing solutions.
6. Lead the development and implementation of ICT policies and procedures in accordance with ICT strategy, legislation and best practice.
7. Ensure an efficient enterprise architecture practice is maintained and enhanced, and relevant governance structures are in place to deliver effective and resilient systems.
8. Ensure frameworks, processes and appropriate cyber security is in place, regularly tested, refreshed and responsive to identified threats to mitigate risks against cyber-attacks and ameliorate attacks.
9. Proactively foster a culture of continuous learning and development with the ICT team, focussing on skill enhancement, innovation and knowledge sharing to enhance overall technical capability and adaptability, leading to the maturing of ICT services across the people, processes, structure and sourcing domains.
10. Ensure a high level of availability of ICT systems and effective network infrastructure, including data centres or cloud infrastructure that are scalable and meet the needs of the organisation.
11. Consider key trends and emerging technologies shaping the digital landscape which may provide benefit to the RFS and align to strategic outcomes.
12. Embed a purpose-driven culture and effective people management practices to drive member engagement and service delivery to the community.
13. Lead a proactive approach to the continuous improvement of work health and safety, ensuring safe systems of work and management commitment to member wellbeing.
14. Lead and cultivate collaborative working relationships to deliver the best organisational and community outcomes.

Essential Requirements

› Significant experience at a senior level in leading, managing, developing, implementing and supporting ICT strategies and systems in a geographically dispersed organisation with critical ICT requirements.
› Sound understanding of the NSW government financial and procurement frameworks and well-developed project management skills.
› Appropriate Business and Technology tertiary qualifications and/ or substantial experience in enterprise level technology operational environments at the senior level.

Key Knowledge and Experience

› Genuine appreciation and understanding of a volunteer-based community service.
› Experience enhancing business strategies through technology to increase productivity, create efficiencies and improve agility.
› Experience leading and managing large scale and complex ICT projects and services, including managing a substantial budget and ability to plan and forecast budget requirements for a large work group, and substantial negotiation and vendor management skills.

> Experience leading disparate ICT functions that contribute to the overarching delivery of effective ICT services.

Role Dimensions

Decision Making
Senior executive leader for the whole of agency, accountable for critical and complex decision making related to ICT policy, services and systems, operations management, strategic management and business management, and a responsible officer as a person conducting business or undertaking (PCBU) in accordance with *Workplace Health & Safety (WHS) Act (2011)*.

The Director, as the CIO, is the most senior ICT expert within the NSW RFS and the recommendations made by the position impact on and/or determine operations and processes in other areas of the organisation.

Reporting Line
Executive Director Technology, Finance and Legal.

Direct Reports
Six direct reports.

Budget/Expenditure
Operational/Capital: approximately $55m (2023/2024 financial year)

Key Relationships – Internal

Who	Why
> Commissioner	> Provide authoritative and strategic expert advice across a range of ICT functions that influence strategic direction and impact on performance objectives.
> Executive	> Collaborate with and provide authoritative and expert advice across a range of ICT operation priorities.
> Reporting staff	> Lead and provide professional guidance and development to build capability.
> Directorate staff	> Work in close collaboration to ensure the seamless delivery of ICT services and other critical priorities to ensure community and membership support.
> All NSW RFS Members	> Develop and maintain effective working relationships and open channels of communication across the agency to consult, liaise, negotiate and/or participate on programs, initiatives and committees to contribute to the overall strategic direction.

Key Relationships – External

Who	Why
Portfolio and other Emergency Service Agencies ❯ Fire and Rescue ❯ State Emergency Services (SES) ❯ Portfolio CIO	❯ Ensure that RFS strategic interests are advanced by maintaining effective, collaborative relationships and partnerships. ❯ Liaise to understand and collaboratively respond to trends and opportunities which impact on emergency services improvement initiatives and other critical priorities.
❯ NSW Telecommunications Authority and Telecommunications Providers	❯ Ensure open communication and a high level of engagement is advanced by maintaining effective, collaborative relationships and partnerships.
❯ Government Chief Information Officer (GCIO)	❯ Develop and maintain effective working relationships and open channels of communication to identify and facilitate opportunities to work collaboratively in consultation and engagement to achieve and influence outcomes.
❯ Key Vendor Partnerships	❯ Ensure open communication and a high level of engagement is advanced by maintaining effective, collaborative relationships and partnerships. ❯ Negotiate and provide recommendations for contracts. Facilitate, negotiate and manage service agreements.
❯ Rural Fire Services Association (RFSA)	❯ Ensure open communication and a high level of engagement is advanced by maintaining effective, collaborative relationships and partnerships.
❯ Volunteer Rescue Association (VRA)	❯ Ensure open communication and a high level of engagement is advanced by maintaining effective, collaborative relationships and partnerships.

Capabilities for the Role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. *Focus capabilities* are considered the most important for effective performance of the role.

Capability Group	Capability Name	Level
Personal Attributes	**Display Resilience and Courage**	**Advanced**
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity & Inclusion	Adept
Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	**Advanced**
	Influence and Negotiate	Advanced

Results	**Deliver Results**	**Advanced**
	Plan and Prioritise	Advanced
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Advanced
Business Enablers	Finance	Adept
	Technology	**Highly Advanced**
	Procurement and Contract Management	Advanced
	Project Management	Advanced
People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	**Advanced**
	Manage Reform and Change	Adept

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at https://sfia-online.org/en/sfia-8/all-skills-a-z

Occupation / profession specific capabilities		
Capability Set	**Category and Sub-category**	**Level and Code**
SFIA	Strategy & Architecture – Governance, risk and compliance	**Level 7 (GOVN)**
	Strategy & Architecture – Strategy & Planning	**Level 7 (STPL)**
	Change & Transformation – Change implementation	**Level 7 (POMG)**
	Delivery & Operation – Service Management	**Level 7 (SLMO)**
	Relationships & Engagement – Stakeholder Management	**Level 7 (RLMT)**

Occupation specific capability set (Skills Framework for the Information Age – SFIA 8)		
Sub-category	**Level and Code**	**Level Descriptions**
Governance	**Level 7 GOVN**	- Directs the definition, implementation, and monitoring of the governance framework to meet the organisation's obligations under regulation, law, or contracts. - Provides leadership, direction, and oversight for an organisation's governance activities. - Secures resources required to execute activities to achieve the organisation's governance goals with effective transparency. - Provides assurance to stakeholders that the organisation can deliver its obligations with an agreed balance of benefits, opportunities, costs, and risks.

Occupation specific capability set (Skills Framework for the Information Age – SFIA 8)		
Sub-category	**Level and Code**	**Level Descriptions**
Enterprise and business architecture	**Level 7 STPL**	• Directs the development of enterprise-wide architecture and processes to embed the strategic application of change in the management of the organisation. • Directs the creation and review of an enterprise capability strategy to support the strategic requirements of the business. Identifies the business benefits of alternative strategies. • Ensures compliance between business strategies, enterprise transformation activities and technology directions, setting strategies, policies, standards and practices.
Portfolio management	**Level 7 POMG**	• Provides overall direction and leadership for the use of RF based devices and software. • Specifies requirements for radio frequency equipment performance and sets maintenance policy. • Identifies opportunities to exploit new technologies and improve existing technologies and practices. • Develops effective implementation and procurement strategies.
Service level management	**Level 7 SLMO**	• Sets strategies for service delivery that support the strategic needs of the client organisation. • Authorises allocation of resources for monitoring service delivery arrangements. • Develops relationships with customers at the highest level to identify potential areas of mutual commercial interest for future development. • Maintains an overview of the contribution of service delivery arrangements to organisational success. Provides leadership within the industry on the identification of future trends.
Stakeholder Relationship Management	**Level 7 RLMT**	• Determines the strategic approach to understanding stakeholder objectives and requirements. • Works with all interested parties to identify stakeholders and establish effective relationships. • Establishes and promotes the overall vision for how stakeholder objectives are met and determines organisational roles and alignment. • Actively manages relationships with the most senior stakeholders and is the ultimate escalation point for issue resolution.

> For further information regarding this role description, please contact the Recruitment Team
> recruitment@rfs.nsw.gov.au