Role Description
Emergency Management Officer – Training Officer

Cluster	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	DPI/ Engagement and Industry Assistance / Emergency Operations
Location	Orange or other major regional centre by negotiation
Classification/Grade/Band	Clerk Grade 7/8
Role Number	52006753 , 52006754
ANZSCO Code	223311
PCAT Code	1128292
Date of Approval	July 2017 (updated July 2020)
Agency Website	www.dpi.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

DPI Engagement and Industry Assistance Branch is focused on delivering programs that build stronger primary industries by providing critical rural support and enhance DPI's connection with communities, industries and people. This branch is made up of DPI's key engagement arms including the business resilience, the Rural Assistance Authority, emergency operations, international engagement, communications and stakeholder engagement.

Primary purpose of the role

The role coordinates and delivers innovative, high quality emergency management training to internal and external clients across NSW. The role additionally fills a response role in emergencies.

Key accountabilities

- Plan and coordinate training activities based on risk based requirements that deliver appropriately trained staff to meet the emergency management responsibilities of NSW DPI

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- Deliver high quality, accurate, interactive and inventive training and exercises that are easily understood by personnel with a range of backgrounds and education and delivers outcomes required by NSW DPI
- Conduct continuous improvement processes and contribute to the development of learning packages and course documentation to deliver best practice training relevant to NSW DPI's emergency preparation, response and recovery requirements.
- Develop collaborative, proactive and productive relationships with internal and external stakeholders to ensure use of appropriate expertise in delivery, adoption of consistent training programs.
- Provide trainee support and advice on achieving targeted training
- Ensure training meets required compliance standards and that records are kept in accordance with legislation, DPI policy and procedure
- Fulfill an emergency management role as required

Key challenges

- Successfully managing a continuous and demanding workload to meet tight deadlines under pressure including delivery of quality materials for an emergency response.
- Working collaboratively and proactively with a diverse range of internal and external stakeholders to deliver new learning solutions which challenge existing paradigms.
- Undertaking extensive travel including overnight and to work after hours to effectively deliver training.

Key relationships

Who	Why
Internal	
Director Emergency Operations	- Report on activities, provide advice and gain direction on key issues. - Escalate issues, keep informed and advise. - Participate in meetings to represent work group perspective and share information about day to day and medium to long term issues
Manager Emergency Operations Learning and Development	- Report on activities, provide advice and gain direction on key issues. - Escalate issues, keep informed and advise. - Participate in meetings to represent work group perspective and share information about day to day and medium to long term issues.
Internal stakeholders	- Ensure all tasks are completed in a timely manner. - Contribute to a harmonised team environment by completing all assigned tasks and taking initiative to assist other team members that may require additional help - Communicate clearly and effectively to ensure successful delivery of training to clients
External	
Clients	- Communicate clearly and effectively to ensure successful delivery of training to clients. - Build and maintain positive relationships with clients.

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Role dimensions

Decision making

The Emergency Management Officer operates in a structured environment subject to established policies, procedures and practices. Decisions which can be made by the position holder include prioritising own workload according to required timelines.

Reporting line

Manager Emergency Operations, Learning & Development

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience in delivery of accurate, interactive and inventive face to face training to a diverse range of trainees

Essential requirements

- Certificate IV in Training and Assessment (TAE 40116) or equivalent
- Current NSW Driver Licence
- Ability and willingness to travel

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Behave in an honest, ethical and professional way • Build understanding of ethical behaviour • Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation • Speak out against misconduct and illegal and inappropriate behaviour • Report apparent conflicts of interest	Foundational
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate

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