

Role Description

Manager, Safety

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	People and Development
Location	Wollongong
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	TBC
Role Number	TBC
PCAT Code	TBC
Date of Approval	May 2024
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 collaborates 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 Manager Safety leads the implementation and continual improvement of high level, strategic safety policy, procedure, and risk frameworks in the delivery of a Work Health and Safety Management System. The Manager leads a team that ensures the NSW State Emergency Service is compliant with its legislative obligations in its application of WHS safety practices and programs. The Manager supports the Senior Management Team and Executive to embed a safety-first culture where risk to health and safety is eliminated and/or mitigated to ensure a safe working environment for everyone.

Key accountabilities

- Drive a program of education and awareness of safety responsibilities and obligations to ensure that all staff, leaders and volunteer members understand and comply with their legislative obligations.
- Develop, review and continually improve health, safety and risk frameworks, policies, procedures,

tools and resources to ensure they are meaningful, easy to understand and accessible to all members.

- Partner with leaders and key stakeholders to ensure compliance with safety obligations and drive an environment of collaboration and cooperation to ensure safe systems of work and reporting of incidents and risks.
- Provide an expert level of advice regarding work health and safety in risk mitigation, incident investigation, injury/illness management, and working towards a reduction of safety incidents occurring across the agency.
- Lead, co-ordinate and facilitate the health and safety consultation and governance processes across the SES, including participation and support of WHS committees and Health and Safety Representatives (HSRs), inter-agency meetings and forums, and other health, safety and wellbeing forums and working groups as required.
- Promote the importance of reporting of incidents, injury/illness and proactively provide an analysis of trend reporting for the agency on a regular basis and for forums with both key internal and external stakeholders. Interpret safety performance across the agency and recommend mitigating strategies to continually improve our safety performance.
- Advocate for the reporting of near misses, risks, hazards, incidents, injury/illness and non-conformance with safety policies and procedures putting members at risk. Create and lead strategies to embed systematic changes in business practices and processes to strengthen risk control adherence and reduce incident rate and severity. Actively participate in working groups that are critical to the agency in introducing new work practices and equipment as well as proposing initiatives that will address matters relating to safety including working closely and cooperatively with our member representative consultative groups and being a central part of any safety committees.
- Ensure the appropriate governance arrangements and communication processes are in place to inform stakeholders of their obligations and responsibilities under applicable legislation and regulations and all applicable codes of practice. Ensure effective communications are maintained with our internal and external stakeholders as well as agencies that we have partnerships with, with the goal of maintaining the safety of all members.

Key challenges

- Managing and sustaining positive relationships with diverse stakeholders in a collaborative and cooperative manner.
- Working with leaders to develop an understanding and acceptance of their responsibility under WHS and SafeWork NSW legislation and SES policies and procedures.
- Balancing the needs of competing demands within a complex, high work volume environment, including the delivery of strategic and operational outcomes.

Key relationships

Who	Why
Internal	
Senior Manager, Safety and Wellbeing	<ul style="list-style-type: none"> • Provide updated advice regarding legislative changes and interpret these changes into existing or new policies and procedures or working parties to meet our legislative requirements as an agency. • Review and analyse work health and safety data. • Liaise to obtain strategic direction and guidance on sensitive matters • Manage and escalate issues as appropriate

Work Team	<ul style="list-style-type: none"> Maintain effective working relationships to ensure collaboration and performance outcomes are achieved Manage, mentor and coach and determine day to day work priorities
SES Staff and Members	<ul style="list-style-type: none"> Provide WHS advice, information and recommendations on policy, process and legislation
External	
SafeWork NSW	<ul style="list-style-type: none"> Obtain information, guidance and advice
Insurers	<ul style="list-style-type: none"> Managing an effective relationship with the insurer to ensure claims are managed appropriately
Other Government agencies	<ul style="list-style-type: none"> Consultation, negotiations and information sharing on WHS and mental health programs and initiatives

Role dimensions

Decision making

The role has autonomy in managing the work of the Work Health and Safety team, day to day. The Manager, Safety, makes decisions on matters under their direct control.

Reporting line

Senior Manager Safety and Wellbeing

Direct reports

There are 3 direct reports:
3 x Work Health Safety Officers

Budget/Expenditure

As per NSW SES Delegations Manual.

Essential requirements

- Relevant tertiary qualifications in WHS (minimum Certificate IV in WHS) or related discipline; and a minimum of 3 years current WHS experience; or equivalent.
- Sound knowledge and understanding of the Work Health and Safety Legislation (2011) and its related regulations and codes of practice.
- Demonstrated experience in work health and safety and implementing operational requirements in a work setting, or experience in emergency management agency.
- High level written, verbal and interpersonal communication skills with proven ability to positively influence and drive outcomes and change
- Current Driver's License and the ability to travel throughout NSW.
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months.

You may 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	Intermediate
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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 opportunities to gain experience 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 Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community

Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict
Results Deliver Results	Adept	<ul style="list-style-type: none"> • 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
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate innovative ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
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 • 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
Manage and Develop
People

Adept

- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
 - Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
 - Develop work plans that consider capability, strengths and opportunities for development
 - Be aware of the influences of bias when managing team members
 - Seek feedback on own management capabilities and develop strategies to address any gaps
 - Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
 - Monitor and report on team performance in line with established performance development frameworks
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