Role Description
Coordinator Protocol and Special Events

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Office of the Commissioner
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	149311
Role Number	52015612
PCAT Code	3128391
Date of Approval	31 May 2018
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 Coordinator Protocol and Special Events plans, coordinates, and manages the delivery of a range of events and functions of strategic and organisation-wide significance to maximise customer service and stakeholder involvement and to meet the NSW SES's objectives. The role also oversights the administration of NSW SES Recognition Programs.

Key accountabilities

- Plan, coordinate, and manage well organised external and internal events, including events held at external venues or at the NSW SES State Headquarters, and events hosted by the Commissioner to ensure outstanding customer service and maximum stakeholder participation
- Provide advice and support, prepare briefing notes and related documentation in support of initiatives and activities for functions and events; and ensure the Deputy Commissioner Operations is fully briefed, including on any emerging issues to ensure effective resolution with minimal risk to the NSW SES

- Establish, implement, and monitor procedures and protocols relating to the conduct of events
- Develop and manage detailed plans, calendar of events, and operational event planning processes and schedules including budgets, identifying resource requirements, managing risks, and managing stakeholder consultation to ensure the effective delivery of functions and events
- Provide efficient administration to enable the oversight and coordination of events, programs and activities state-wide, to ensure the timely and appropriate recognition of NSW SES members via NSW SES Recognition Programs
- Monitor, evaluate and report the effectiveness of functions and events and venue hire activities against objectives and make recommendations for improvements to future events to enhance outcomes
- Develop strategic partnerships with key stakeholders and collaborate with teams across the state to facilitate successful delivery of events and promotional activities
- Develop and maintain cooperative relationships with external suppliers, establish and maintain current information on external providers of events services and products, and oversee compliance with relevant procurement policies and procedures

Key challenges
- Ensuring optimal engagement and contribution from stakeholders who may have differing priorities
- Managing a range of events and related activities concurrently, with varying timelines and workloads and with limited resources, in a demanding work environment

Key relationships

Who	Why
Internal	
Deputy Commissioner Operations	• Report on and provide advice on the delivery of work outcomes
Work team	• Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach.
NSW SES Protocol Officer	• Maintain a flow of information and work collaboratively to provide specialist advice
All members of the NSW SES	• Work in collaboration with members to ensure understanding and direction of projects and business goals and objectives that align with NSW SES values
External	
External stakeholders	• Develop and maintain effective working relationships to ensure successful delivery of branch business goals and objectives
Vendors/Service Providers	• Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements

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Role dimensions

Decision making

The decision making required of the Coordinator Protocol and Special Events relates to providing information and advice and liaising, consulting and working collaboratively with internal and external stakeholders. and managing own workload within agreed work and project plans. The role will decide the content of reports, submissions, correspondence, briefs, and related documents with limited direction from the supervisor. The role will also take ownership for work, being flexible and adaptable, and making suggestions for new strategies or processes to improve Team or NSW SES performance. Decisions which are referred to a supervisor include any decision that will substantially alter the outcomes or timeframe of a project or event, major event or related issues or conflicts arising in the course of project and other duties, matters requiring a higher delegated authority such as approval for expenditure and/or travel and matters requiring submission to the Commissioner.

Reporting line

This role reports to the Deputy Commissioner Operations

Direct reports

This role has 2 direct reports:
Protocol and Special Events Officer
Administrative Support Officer – Honours and Awards

Budget/Expenditure

Nil

Essential requirements

- Experience in events management including planning, promotions, partnerships, implementation, monitoring and evaluation, and risk management
- 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	Intermediate
	Manage Self	**Adept**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Adept
	Work Collaboratively	**Adept**
	Influence and Negotiate	**Intermediate**
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Intermediate
	Project Management	**Adept**
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

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 Manage Self	Adept	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of 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	Adept	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Work Collaboratively	Adept	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
Relationships Influence and Negotiate	Intermediate	• Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues
Results Think and Solve Problems	Adept	• 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 new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• 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 Technology	Intermediate	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
Business Enablers Project Management	Adept	• 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	Intermediate	• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve

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