

Role Description

Organisational Development Advisor



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	People & Culture/ HR & Organisational Development/Organisational Change & Development/ Org Change & Development Advisory
Classification/Grade/Band	Clerk Grade 7/8
Role Number	Generic
ANZSCO Code	223111
PCAT Code	1224692
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

The Organisational Development Advisor will work in conjunction with the organisational development and leadership team to strategically partner with business leaders to provide specialist advice and support about culture, engagement, and organisational development strategy.

Key accountabilities

- Assist in the review of OD frameworks, standards, programs, policies and processes, that support the delivery of organisation-wide cultural change
- Provide sound advice on organisational culture to inform, support and promote the development of inclusive policies, initiative and practices including strategic change management.
- Ensure alignment and consistency of organisation development initiatives with best practice and emerging research to identify issues and trends that support the development of inclusive policies, initiatives and practices, and inform decision making.
- Provide project and change management support, including monitoring and reporting on project and change plans, schedules, presentations, milestones and deliverables, to ensure time, cost and quality indicators are in line with approved project/s
- Assist with the conduct and analysis of culture and engagement surveys and the development and implementation of improvement measures in support of managers and staff across the organisation
- Communicate with key FRNSW stakeholders and coordinate working groups, committee meetings, and stakeholder consultations to support positive culture change
- Provide a range of project management and support services, including preparation of discussion papers, reports, planning documents, briefs and submissions, to contribute to the development and delivery of culture change initiatives
- Contribute to the measurement, tracking and reporting on progress of programs and initiatives in building a more diverse and inclusive workplace

- Leading relevant embedding activities to drive behaviours, performance, and initiatives in line with Fire and Rescues NSW values and strategy to build capability across the business.
- Strong communication and problem-solving skills, with the ability to effectively interact and build relationships with stakeholders at various levels.

Key challenges

- Performing a range of planning and policy development activities, given competing demands and priorities, and the need to adapt and assimilate information quickly to ensure planning and policy outcomes are achieved
- Maintaining or managing data where it supports improved planning/policy outcomes and can underpin delivering of FRNSW's reporting requirements
- Balancing multiple programs/initiatives, often subject to high level scrutiny, impacting the FRNSW in an environment with diverse stakeholder needs and conflicting interests and opinions and competing work priorities and time pressures

Key relationships

Who	Why
Internal	
Senior Organisational Development Advisor	<ul style="list-style-type: none"> • Participate in discussions and decisions regarding policy development • Escalate issues and propose solutions • Receive guidance and provide regular updates on key tasks, issues and priorities • Support the development and implementation of programs
Organisational Development Team	<ul style="list-style-type: none"> • Support OD team members and work collaboratively to contribute to achieving team outcomes • Provide and receive feedback • Participate in meetings, share information and provide input on issues
People & Culture Directorate and other FRNSW Staff	<ul style="list-style-type: none"> • Respond to enquiries and shares information and expertise • Develop and maintain effective working relationships and open channels of communication • Collaborates and supports issues management resolutions • Report and provide updates on project status
External	
Central agencies and external stakeholders	<ul style="list-style-type: none"> • Respond to enquiries • Develop and maintain effective working relationships and open channels of communication • Report and provide updates on project

Role dimensions

Decision making

- Ensures agreed planning/policy outcomes meet legislative requirements and provide a sound basis for ongoing and effective management
- Analyses and synthesises of a range of information and issues while exercising sound professional judgement
- Uses considerable initiative and planning to successfully manage varied OD projects simultaneously, often with short timeframes, and requiring input and approvals from FRNSW staff based in different locations across the state
- Identifies and recommends methods for the ongoing development and improvement of change programs
- Makes day-to-day decisions within the scope of the role, prioritising in accordance with agreed timeframes and level of complexity

Reporting line: Manager Organisational Change & Development

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Demonstrated knowledge in the coordination and support of organisational development planning and policy frameworks including contemporary issues, best practise, relevant legislation and statutory obligations
2. Demonstrated skills and extensive experience in delivering clear, accurate and engaging corporate projects/programs/initiatives in a complex environment

Essential requirements

1. Relevant tertiary qualifications and or equivalent experience in human resources, organisational development/psychology or project/change management.
2. Current unrestricted NSW Drivers Licence and/or demonstrated ability to travel in accordance with position requirements




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


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond appropriately Work through challenges Remain calm and focused in challenging situations 	Intermediate
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> 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 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> 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 	Adept
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Identify the facts and type of data needed to understand a problem or explore an opportunity Research and analyse information to make recommendations based on relevant evidence Identify issues that may hinder the completion of tasks and find appropriate solutions Be willing to seek input from others and share own ideas to achieve best outcomes Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> 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





FOCUS CAPABILITIES - Occupation specific capability set

Capability group/sets	Capability name	Description	Level
	Organisational Culture		Level 1
	Identify, assess and encourage workplace values and behaviours to foster an engaged, inclusive and high performing workforce	<ul style="list-style-type: none"> • Understand the implications of workforce strategies for organisational culture, the workplace environment and employee engagement. • Understand the purpose of the agency's Employee Value Proposition and assist in its incorporation across the employment lifecycle. • Understand and explain the organisation's inclusion and diversity programs and practices to employees and managers. Assist in activities related to the development of employee engagement initiatives. • Assist in the development of communications about organisational values, ethics, and culture, and their business impacts. • Assist in monitoring the effects of workforce strategies such as preventing and managing unreasonable behaviour on absenteeism, turnover, employee engagement and business outcomes. • Assist in the deployment and analysis of processes and tools used to measure organisation culture, employee engagement and productivity 	

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	Act with integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	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	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	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	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational