

Role Description

Manager Flood Rescue Operations



Cluster	Stronger Communities
Agency	NSW State Emergency Service
Division/Branch/Unit	Emergency Management Directorate
Location	State SHQ Wollongong
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	132211
Role Number	52020514
PCAT Code	
Date of Approval	September 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 works closely with these partners to modernise and grow volunteering to save lives and protect communities.

The NSW SES is the combat agency for floods, storms and tsunamis. It also provides the majority of general land 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 Flood Rescue Operations (MFRO) will lead the enhancement and modernisation of the NSW SES Flood Rescue coordination, whilst ensuring a strategic view of resources and assets is available, and risk management strategies are implemented. They will also drive the Statewide flood rescue coordination strategy to ensure NSW SES is best positioned to respond to incidents.

The role is responsible for the effective delivery of Flood Rescue Operations and coordination within the NSW SES and is responsible for building and maintaining relationships with partner agencies to ensure effective coordination of life critical flood rescues.

Key Accountabilities

- Lead the enhancement of flood rescue response and coordination incorporating aviation requirements including the development and implementation of doctrine within the NSW SES.
- Develop and implement solutions to relevant inquiry outcomes around flood rescue within NSW SES
- Lead the enhancement of NSW SES operational systems to ensure the NSW SES is best able to efficiently and effectively respond to flood rescues
- Lead and coordinate a multi-agency forum to enhance flood rescue coordination capability, represent the NSW SES on relevant internal and external committees, liaise with emergency service agencies to promote the Agency's ownership of flood rescue coordination, procedures and facilitation of multi-agency flood rescue coordination exercises
- Lead the development, implementation and tracking of flood rescue capability plans to grow and maintain flood rescue coordination capability including an annual assessment and review of capability deficiency and opportunities
- Undertake research and analysis of best practice of flood rescue coordination, both within Australia and internationally, to ensure the Agency's flood rescue processes and activities meets required standards and legislation and those practices are current.
- Develop accurate and timely formal correspondence, advice, briefs or reports as required.
- Collaborate with key stakeholders to manage continuous improvements and operational readiness to ensure the agency is able to lead, coordinate and deliver best practice flood rescue capability and aviation response to the communities of NSW.

Key Challenges

- Ensuring the flood rescue coordination is enhanced and integrated with NSW Police and supporting agencies
- Communicating effectively with a broad range of internal and external stakeholders, often within strict timelines and competing priorities
- Ability to work in a high pressure and time constrained environment and to be on-call as required.

Key Relationships

Who	Why
Internal	
Senior Manager	<ul style="list-style-type: none"> Report on and provide advice on the delivery of assigned outcomes Seek guidance and support in daily tasks and priorities Receive feedback regarding performance and respond in a thoughtful and considered way
Zone Command Teams	<ul style="list-style-type: none"> Maintain a strong working relationship with Zone Commands to collaborate in developing NSW SES Flood Rescue response capability and capacity Ensure operational planning, capability and preparedness enables the agency to meet its combat role
Zone Flood Rescue Coordination Teams	<ul style="list-style-type: none"> Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach. Ensure operational planning and preparedness is coordinated
Operational Capability & Training (incl Exercising)	<ul style="list-style-type: none"> Support training and exercising activities that benefit flood rescue Support operational capability development in flood rescue coordination
State Operations	<ul style="list-style-type: none"> Ensure clear communication is maintained and situational awareness of risks, threats, preparedness and response levels within the Zone Escalate issues (Operational) as required
Work team	<ul style="list-style-type: none"> Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach. Provide guidance and share information that will improve operational readiness outcomes
Operational Response/Directorates/Zones	<ul style="list-style-type: none"> Maintain effective working relationships to ensure the Agency is following contemporary emergency procedures Work in collaboration with other Managers to ensure that flood rescue capability across the State is consistent, cohesive and maximises available resources if required Work in collaboration with members to ensure understanding and direction of project, governance, privacy, member safety and other objectives that align with NSW SES values
Zone staff	<ul style="list-style-type: none"> Maintain effective working relationships to ensure collaboration and communication to facilitate a supportive environment Ensure that delivery of flood rescue coordination is best practice

External

Emergency Service Agencies	<ul style="list-style-type: none">• Maintain effective liaison networks to ensure information sharing on flood rescue capability and coordination matters especially with the NSW Police Radio Operations Group
Other Stakeholder & Community	<ul style="list-style-type: none">• Maintain effective working relationships to ensure collaboration and communication.

Role Dimensions

Decision making

The Manager Flood Rescue Operations will have autonomy in determining their daily priorities and content performing their function with limited supervision and within a complex operational environment. The role will defer decisions relating to major policy issues or conflicts, decisions that will substantially alter the outcomes or targets of projects to the appropriate manager, along with matters requiring a higher delegation.

Reporting line

Senior Manager State Operations

Direct reports

2 x 7/8 Coordinator State Air Desk (based at RFS HQ Homebush)

Budget/Expenditure

Management and approval of timesheets, Operational Overtime and expenses for direct reports.

Essential requirements

- Demonstrated leadership experience in the management of major emergencies and an understanding of emergency management legislation including the NSW State Emergency Service legislated role
- Demonstrated ability to constructively engage with geographically dispersed teams or relatable capability and experience
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months





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

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors 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 Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> Remain composed and calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in response to strong contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues
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 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 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 Plan and Prioritise	Adept	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work Initiate, prioritise, consult on and develop team and unit goals, strategies and plans Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly • 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 • 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	<ul style="list-style-type: none"> • 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	Intermediate	<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
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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| | | <ul style="list-style-type: none">Consider feedback on own management style and reflect on potential areas to improve |
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