

Role Description

People and Business Coordinator

(RFS 8/9)



| | |
|------------------|---|
| Cluster | Stronger Communities |
| Agency | NSW Rural Fire Service |
| Directorate | Operations |
| Location | Various |
| Grade | RFS 8/9 |
| Role Number | Various |
| ANZSCO Code | 511112 |
| PCAT Code | 1119192 |
| Date of Approval | 16 July 2019 |
| Agency Website | https://www.rfs.nsw.gov.au/ |

Agency overview

The NSW Rural Fire Service (NSW RFS) is established under the Rural Fires Act 1997 as the lead combat agency for bush fires in NSW. The agency also operates under the State Emergency and Rescue Management Act 1989. For over 100 years the NSW RFS has been a significant part of the history and landscape of NSW and is widely acknowledged as the largest volunteer fire service in the world. The agency strives to provide a world standard of excellence in the provision of a community based fire and emergency service through training, community education, prevention and operational capability.

Fighting fires and protecting the community from emergencies is the most visible aspect of the NSW RFS. The Service also has many responsibilities as the lead agency for bush fire management and mitigation in NSW. Working closely with other agencies, the NSW RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Primary purpose of the role

The People and Business Coordinator provides a range of business service functions so that human resources, financial activities and projects/programs are delivered efficiently and effectively to meet business needs.

Key accountabilities

1. Provide guidance and support to team across the various functional areas of the Directorate to deliverables as set by the Manager.
2. Maintain and monitor records for audit, analysis and decision making of financial matters and provide timely and comprehensive analysis, information and reports on emerging data and trends to inform planning, policy development, including legislative compliance, and risk management across the organisation.
3. Prepare internal communications, presentations, reports, submissions, briefings, and other written material through research and analysis to support business planning, decision-making and issues management.
4. Monitor and coordinate business planning and performance management requirements across the relevant team/section so that agreed practices are in place and corporate reporting activities are completed in a timely manner.
5. Coordinate various human resource and management activities to ensure that the business unit aligns with relevant legislation, policy, timeframes and budget.

6. Liaise with business sections to determine procurement business needs and support the development of Request for Information (RFI), Request for Proposal (RFP), Request for Tender (RFT), and / or Request for Quote (RFQ) to assist in the delivery of professional procurement documentation in line with NSW Procurement objectives.
7. Develop initial project planning and scheduling activities and ensure appropriate project controls (risk, scheduling and budgetary controls) are applied to projects.
8. Mentor staff to undertake changing roles, responsibilities and accountabilities to provide for succession planning within the business area.

Key challenges

- Balancing the administrative needs of a range of staff and negotiating workable timeframes, given the number of managers and staff seeking administrative support from the role.
- Operating in a politically sensitive environment, providing well researched and balanced advice, working to strict, often non-negotiable deadlines in the preparation or compilation of materials that are complex and extensive.
- Communicating effectively with a range of stakeholders, given the diversity of communication channels and styles that need to be employed and developing effective networks to facilitate achievements of the section's objectives.

Key relationships

| Who | Why |
|--|---|
| Internal | |
| Manager and Executive Director | <ul style="list-style-type: none"> • Receive and clarify guidance and instructions and report on progress against work plans. • Provide advice on administrative processes. • Escalate issues, keep informed, receive guidance and instructions. |
| Other Directors and Managers | <ul style="list-style-type: none"> • Develop and maintain effective working relationships to support management, staff and customers. • Monitor, address and/or escalate requests and provide services. • Seek clarification and provide advice and responses. |
| Work Team | <ul style="list-style-type: none"> • Support team, delegate tasks, and work collaboratively to contribute to achieving the team's business outcomes. |
| Internal Committees | <ul style="list-style-type: none"> • Participate as a member on internal committees and working groups as required. |
| Members | <ul style="list-style-type: none"> • The incumbent communicates with NSW RFS members at all levels providing advice in respect of a range matters associated with the job functions. |
| External | |
| Other Government Departments/ Cluster and Emergency Service Agencies | <ul style="list-style-type: none"> • Ensure collaboration and cooperation in regards to capabilities and strategies. • Communicate with other government agencies and kindred organisations about routine matters relating to the work of the section. |
| Suppliers and Contractors | <ul style="list-style-type: none"> • To achieve value for money outcomes so that the NSW RFS is well equipped with resources. |

Role dimensions

Decision making

The incumbent is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

The role operates with some autonomy within the context of the individual's work plan in accordance with deliverables as agreed by the Manager, and within the limits of RFS delegations.

The role is accountable for the delivery of assigned work and is directed by the Manager on work priorities, complex issues and all matters requiring a higher authority to resolve.

The incumbent is expected to comply with all legislative and NSW RFS Policy requirements.

Reporting line

The role reports to the relevant Manager/Supervisor.

Direct reports

The role has reports as defined by the relevant Manager.

Budget/Expenditure

Nil.

Essential requirements



- A Diploma in a relevant discipline, or equivalent expertise.
- During periods of major fire activity, the incumbent may be required to support operational management activities consistent with their skills and background.

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 | Intermediate |
| | Value Diversity | Foundational |
|  Relationships | Communicate Effectively | Adept |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Intermediate |
| | Influence and Negotiate | Intermediate |

NSW Public Sector Capability Framework

| Capability Group | Capability Name | Level |
|---|--|---------------------|
|  | Deliver Results | Adept |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Adept |
| | Demonstrate Accountability | Adept |
|  | Finance | Intermediate |
| | Technology | Intermediate |
| | Procurement and Contract Management | Intermediate |
| | Project Management | Intermediate |
|  | Manage and Develop People | Foundational |
| | Inspire Direction and Purpose | Foundational |
| | 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 Act with Integrity | Intermediate | <ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest |
| Relationships Communicate Effectively | Adept | <ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats |
| Results Deliver Results | Adept | <ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|---|--------------|--|
| | | <ul style="list-style-type: none"> Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes |
| Business Enablers Procurement and Contract Management | Intermediate | <ul style="list-style-type: none"> Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management Conduct delegated purchasing activities, complying with prescribed guidelines and procedures Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements |
| Business Enablers Project Management | Intermediate | <ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans |
| People Management Optimise Business Outcomes | Foundational | <ul style="list-style-type: none"> Keep team members informed of the reasons for decisions so that this may inform their work Ensure that team members make effective use of resources to maximise business outcomes Ensure that team members understand and inform customers about processes, practices and decisions Ensure team members understand business principles to achieve work tasks effectively Ensure team goals and standards are met |