Role Description
Communications Officer

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Metro Operations
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	41112
Role Number	Various
PCAT Code	1119192
Date of Approval	October 2019
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and protecting communities.
Our Vision: Be the best volunteer emergency service agency in Australia.

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 Communications Officer provides customer service to internal and external stakeholders and the community of NSW in accordance with Standard Operating Procedures (SOPs) to ensure the NSW SES State Operations Centre (SOC) provides an efficient and effective 24/7 x 365 customer service to support NSW SES operational responsibilities.

Key accountabilities

- Respond to incoming enquiries or requests for assistance, using SOPs, to ensure effective, responsive and accurate customer service support to the NSW community including management of time and life critical situations
- Use a variety of communications systems to provide Operational/Corporate support to members of the NSW SES to contribute to the efficient functioning of the NSW SES
- Record all information accurately, updating information from routine to more complex database systems in accordance with SOPs

- Contribute to testing, monitoring and updating of Operational Centre practices, processes and SOPs and identify and report faults within telecommunication and IT systems
- Undertake administrative, records management and report preparation tasks to support efficient running of the Operational Centre, including during heightened operational response
- Ensure appropriate escalation of issues in accordance with SOPs.

Key challenges

- Responding to and priorisiting requests promptly given the high pressure and high volume environment in an emergency services agency that can have fluctuating workloads
- Maintain current knowledge of SOPs and instructions, given the frequency of changes
- Remain calm in managing incoming requests for assistance from members of the community in NSW

Key relationships

Who	Why
Internal	
Manager	- Receive guidance and direction regarding work tasks and priorities - Receive feedback regarding performance and respond in a thoughtful and considered way
Work team	Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach
External	
NSW Community	Respond professionally and promptly to incoming enquiries and requests for assistance

Role dimensions

Decision making

The Communications Officer exercises autonomy in responding to incoming inquiries and requests for assistance and refers issues requiring higher delegation to the role supervisor, such as travel and expenditure approvals.

Reporting line

This role reports directly to Coordinator Rescue Operations

Direct reports

There are no direct reports

Budget/Expenditure

Nil

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Essential requirements

- PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations) or ability to obtain within 12 months
- Demonstrated experience in a communications centre environment
- Ability to work on a rostered basis outside normal business hours, including during operational events
- 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.

Special Working Conditions

The work environment has predetermined shift start and finish times, as well as meal breaks, which are set out in the *Crown Employees (State Emergency Service) State Operations Centre Continuous Shift Workers Award 2017.*

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.

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NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
Personal Attributes	**Display Resilience and Courage**	**Foundational**
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Foundational**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	**Foundational**
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	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 Display Resilience and Courage	Foundational	• Be open to new ideas and approaches • Offer own opinion, ask questions and make suggestions • Adapt well to new situations • Do not give up easily when problems arise • Stay calm in challenging situations
Relationships Communicate Effectively	Foundational	• Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Demonstrate Accountability	Foundational	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies