Role Description
Project Officer Strategy, Planning & Performance

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Division/Branch/Unit	Office of the Commissioner/Strategy Planning & Performance/Strategy & Risk
Classification/Grade/Band	Clerk Grade 7/8
Location	Greenacre
Role Number	52012456
ANZSCO Code	224711
PCAT Code	3221392
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

Lead and undertake projects and provide advisory and coordination services in relation to enterprise risk management, strategy implementation; cyclical planning and reporting; and business continuity management.

Coordinate communication and planning processes for the Strategy, Planning and Performance (SPP) Branch.

Key accountabilities

- Undertake environmental scanning, research and analysis to support enterprise strategy development and risk management.
- Coordinate activities to support strategy development and implementation such as workshops, surveys and drafting of reports
- Prepare risk assessments and undertake projects to support the implementation of frameworks for risk management, business continuity and business planning; and contribute to wider project and program works.
- Support project teams, committees and working parties coordinated by the SPP Branch
- Monitor the implementation of actions agreed by the Executive Leadership Team (ELT), Business, Operations and Capability Committee (BOCC), Audit and Risk Committee (ARC) and FRNSW Directorates in response to external and internal risk assessments, business continuity test exercises and strategy workshops.
- Maintain and enhance databases, dashboards, register, websites, decision support tools and process maps to support related enterprise functions.
- Support the integration of SPP Branch's communications and internal planning, budgeting and reporting processes.

Key challenges

- Maintain currency of knowledge of priority frameworks, processes, and projects
- Manage competing demands; simultaneously working on cross-functional projects and managing day to day accountabilities.
- Establish collaborative and influential relationships with stakeholders, customers, and colleagues, to ensure easy and effective achievement of team / project / business goals.
- Maintain confidentiality and identify the need for escalation of matters.

Key relationships

Who	Why
Internal	
Manager Strategy & Risk	- Inform/report on the progress of projects and ongoing work - Receive direction and advice
Director Strategy, Planning and Performance/Chief Risk Officer	- Inform/report on the progress of branch-level activities. - Receive direction and advice. - Support Branch activities and communications - Alert about material risks facing FRNSW
Other members of the Strategy, Planning and Performance Branch	- Collaborate and share information to deliver the Branch's objectives and create a positive working environment - Receive recommendations and advice
FRNSW Senior Management	- Obtain updates and advice on the implementation of agreed actions from projects - Develop effective professional relationships internally at all levels to enlist cooperation and to seek and cooperation
Project Sponsors and other managers, and team members	- Liaise with when seeking data, information and other materials required to undertake project work and when conducting interviews, workshops, and meetings. - Inform/report on progress of projects
External	
External stakeholders	Develop and maintain relationships with a range of stakeholders to obtain information and feedback on targeted projects and programs

Role dimensions

Decision making

- Must ensure decisions are made within the scope of the role ensuring accuracy of work to withstand review and scrutiny
- Has independence and autonomy to manage work within broad framework set by supervisor
- Provides credible and well supported advice to facilitate action to progress recommendations out of meetings, working parties, projects, etc.

Reporting line: Manager Strategy and Risk

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Skills and experience in one or more of the following disciplines: risk management, strategy development/implementation, performance reporting, or project management.

2. Experience working with collaboration and reporting IT tools (e.g. Microsoft SharePoint, Power BI)

Essential requirements

1. Tertiary qualifications in a relevant discipline or equivalent relevant experience.

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

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

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way. • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct. • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions.	• 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 project planning, coordination and control methods.	• 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			
Capability group/sets	**Capability name**	**Behavioural Indicators**	**Level**
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly. • Initiate and develop team goals and plans and use feedback to inform future planning. • Respond proactively to changing circumstances and adjust plans and schedules when necessary. • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals. • Accommodate and respond with initiative to changing priorities and operating environments.	Intermediate

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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	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	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	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	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational