



RFS

MANAGER PEOPLE & BUSINESS

ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate Business Unit	Field Operations Area Operations
Role Number	Various
Grade	RFS Level 10/11
ANZSCO Code PCAT Code	139999 3119192
Date of Approval	25 June 2024
Role Description Reference No.	RD1079
Website	www.rfs.nsw.gov.au

About Us

The Rural Fire Service (RFS) protects the community and our environment by minimising the impact of fire and other emergencies. Our shared vision is to provide a world standard of excellence in the provision of a volunteer-based community fire and emergency service.

The RFS is established under the Rural Fires Act 1997 and is responsible for preventing and suppressing fires in rural fire districts, as well as being the lead agency for bush fire-fighting across the State. The agency also operates under the *State Emergency and Rescue Management Act 1989*. For over 100 years the 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.

Fighting fires and protecting the community from emergencies is the most visible aspect of the 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 RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Leadership Commitment

- Value and recognise the contribution of our people
- Create an environment where people can be at their best
- Work together to deliver the best community outcomes
- Be responsive and hold ourselves and each other to account
- Appreciate our different backgrounds and experiences make us greater

Role Purpose

Lead and advance sustainable membership and service delivery excellence through effectual, consistent people and business management practices.

The role works in collaboration with the Manager, Capability, Manager, Community Risk and other managers across the business to ensure successful operational outcomes across the Area.

Key Accountabilities

1. Drive a high performance and inclusive culture which encourages and values the input of members and is focused on outcomes that meet the needs of the community we serve.
2. Oversee, monitor and support case management of complex people matters, including public complaints, grievances and disciplinary procedures.
3. Ensure meaningful work and professional development plans are established for staff members across the Area to continuously improve organisational performance.
4. Lead the business planning activities for the Area to align with organisational, member and community needs.
5. Coordinate the preparation, monitoring and reporting of budgets across the Area in accordance with Public Sector and RFS Finance policy.
6. Oversee planning and requests for staff resourcing to ensure they align to business needs and enable appropriate mobility of staff members for professional development.
7. Ensure comprehensive, timely and accurate reporting of Area performance against identified key performance indicators.
8. Ensure records management processes are compliant with legislative requirements and RFS policy and are embedded across the Area.
9. Embed a purpose-driven culture and effective people management practices to drive member engagement and service delivery to the community.
10. Lead a proactive approach to the continuous improvement of work health and safety, ensuring safe systems of work and management commitment to member wellbeing.
11. Lead and cultivate collaborative working relationships to deliver the best organisational and community outcomes.

Essential Requirements

- An Advanced Diploma in a relevant discipline (e.g. Human Resources, Management, Business) or equivalent expertise.
- A current Driver Licence and the willingness and ability to travel.
- During periods of major fire activity, the incumbent may be required to support operational management activities consistent with their skills and background.

Key Knowledge and Experience

- Genuine appreciation and understanding of a volunteer-based community service.

Role Dimensions

Decision Making

- The role routinely makes their own decisions concerning assigned work and related matters, operating within standards, policies, procedures and relevant legislation.
- The role seeks advice about matters that may be outside the scope of their normal activities or that might attract significant criticism or concern.
- The role is guided in its decision making by the RFS Administrative Delegations (Policy P2.1.1) and RFS Financial Delegations (Policy P4.1.1).

Reporting Line

The role reports to the relevant Area Commander.

Direct Reports

The role has direct reports as defined by the relevant Area Commander.

Budget/Expenditure

The role has financial delegations and an assigned budget.

Key Relationships – Internal






Who	Why
Area Commander and Director	<ul style="list-style-type: none">– Receive and clarify guidance on progress against work plans.– Escalate issues, keep informed, receive guidance and instructions
Area Managers, Other Directors and Manager	<ul style="list-style-type: none">– Work in close collaboration to ensure the seamless delivery of services.– Develop and maintain effective working relationships to support members of the community.– Engage, consult and gain support for projects that may have a significant impact on the RFS membership.
Team	<ul style="list-style-type: none">– Provide professional guidance and development to build capability and ensure consistent quality and accessible service provision.
Executive, Managers and Supervisors	<ul style="list-style-type: none">– Maintain an inter-unit ‘teams based’ approach that builds capacity and has a focus on the provision of quality services.
All RFS Members	<ul style="list-style-type: none">– Develop and maintain effective working relationships and open channels of communication across the agency to effectively contribute to better outcomes for our members and the community.
Internal Committees	<ul style="list-style-type: none">– Chair or participate as a member on internal committees and working groups.

Key Relationships – External

Who	Why
Other Government Departments and Emergency Services Agencies	<ul style="list-style-type: none">– Ensure collaboration and cooperation in regard to capabilities and strategies.– Exchange of relevant information.– Collaborate and participate on inter-agency work-groups, committees and projects.

Capabilities for the Role

The [NSW Public Sector Capability Framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. **Focus capabilities** are considered the most important for effective performance of the role.

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

For further information regarding this role description, please contact the Recruitment Team or email Recruitment@rfs.nsw.gov.au.

