

Role Description

Program and Policy Officer



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Operational Capability/Capability Program and Policy Unit
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	On-going
Role Number	52013172, 52017672
ANZSCO Code	531111
PCAT Code	1119192
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

Coordinate and develop policy and procedures, and provide analysis and advice, to support Strategic Capability objectives.

Key accountabilities

- Provide analysis and advice on specifications, templates, quality control, risk management and compliance issues, including the outcomes of operational reviews and reports
- Create and maintain a range of FRNSW policy and procedural documents for operations, equipment and vehicles, including operational guidelines, recommended practices, SIMS worksheets, specifications, fact sheets, work instructions and templates for all the above
- Provide high quality technical writing and editing services and manage review, approval and publishing across all publishing platforms
- Provide advice and support on the appropriate use of content, style and presentation of information and the use of templates
- Ensure compliance with records, content and document management policies and procedures
- Communicate and liaise with key stakeholders, project teams and working groups to support project outcomes
- Undertake various project-related administrative activities such as briefings, approvals and maintaining registers and research tasks

Key challenges

- Delivering a range of projects and documentation outputs and policy development activities, given tight deadlines, limited resources and competing priorities in an often changing and unpredictable environment
- Maintaining relationships with stakeholders given their varying expectations, viewpoints and interests
- Maintaining a working knowledge of relevant legislation, policies, procedures and standards

Key relationships

Who	Why
Internal	
Manager and Partners	<ul style="list-style-type: none">• Provide advice and contribute to decision making regarding projects and documentation development• Escalate issues and propose solutions• Receive guidance and provide regular updates on key tasks, issues and priorities
Project Teams	<ul style="list-style-type: none">• Support team members and work collaboratively to contribute to achieving team outcomes• Provide and receive feedback• Participate in meetings, share information and provide input on issues
Stakeholders	<ul style="list-style-type: none">• Develop and maintain effective relationships and open channels of communication• Exchange information and respond to enquiries
External	
Stakeholders	<ul style="list-style-type: none">• Develop and maintain effective relationships and open channels of communication• Exchange information and respond to enquiries

Role dimensions

Decision making

- Make day-to-day decisions within the scope of the role, prioritising in accordance with agreed timeframes and level of complexity
- Make recommendations on the development, implementation and effectiveness of technical documentation

Reporting line: Manager Capability Program and Policy Unit

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Essential requirements

1. Tertiary qualifications in a relevant discipline or equivalent 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 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
 <p>Personal Attributes</p>	<p>Act with Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<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 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
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • 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
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • 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 <p>Generate ideas and identify ways to improve systems and processes to meet user needs</p>	Intermediate





FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Business Enablers</p>	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<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	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	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	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
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate