Role Description

ESA Outreach Campus Operations Officer

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Division/Directorate/Branch/Unit	Strategic Capability/ Education & Training/ Facilities & Equipment/ Training Centres
Classification/Grade/Band	Clerk Grade 7/8
Role Number	Generic
ANZSCO Code	149913
PCAT Code	1127392
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

Oversee the nominated FRNSW Emergency Services Academy satellite training facility.

Key accountabilities

- Provide advice, direction and information to all facility users regarding the use and care of the training facility to minimise the risk of potential damage to assets or harm to users
- Coordinate cross campus bookings for permanent and retained recruit programs, progression programs and technical training
- Maintain the facility in accordance with FRNSW asset management strategy including the management of required repairs, contract staff and care of grounds and buildings
- Manage financial and budget matters, including the coordination of payments and accounts and preparation of purchase orders, undertake basic bookkeeping and monitor expenses
- Oversee security arrangements for the training facility and equipment held on site
- Ensure all facilities/resources on training sites are safe and serviced appropriately
- Maintain asset maintenance list for the facility
- Oversee preventative and urgent/unscheduled maintenance on equipment and site facilities
- Coordinate resource requirements for scheduled courses
- Arrange cleaning of facility, grass cutting, refilling gas storage cylinders, procurement of derelict motor vehicles for training, fuel for operations vehicles and other equipment, catering and storage of other consumables
- Arrange accommodation for trainers and trainees to ensure that facility users have appropriate, clean lodging while using the facility
- Coordinate the bookings calendar for the training facility and communicate with Coordination Officers coordinators regarding availability of the site
- Act as the central point of contact and assist in the delivery of "On-call" recruit training

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Key challenges

- Must ensure that service provided is economical whilst maintaining flexibility to respond to client needs
- Maintain up to date professional, industry knowledge to understand the role of the facility in meeting the strategic objectives of the Directorate
- Must ensure the management and maintenance of the facility complies with FRNSW asset management strategy

Key relationships

Who	Why
Internal	
Manager Training Capability and Facilities and Team Leader Academy Operations	• Schedule training resources and understand the role of the facility in meeting the strategic objectives Directorate
Training Team Leaders and staff in the Education Branch	• To gain an understand the requirements of each training course
Facility users (both internal and external)	• Provide technical advice and direction to users of the facility
External	
Local government	• Liaise with bodies regarding controlled training activities such as live fire training

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
- Identify and recommend methods for the ongoing development and improvement of training program

Reporting line: Team Leader Academy Operations
Direct reports: Nil
Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Demonstrated experience in facility management including extensive experience in maintenance of buildings, grounds and equipment.
2. Demonstrated experience in asset management.

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	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
Results	**Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate
Business Enablers	**Finance** Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand that government services budgets are limited and must only be used for intended purposes • Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information • Be aware of financial delegation principles and processes • Understand basic compliance obligations related to using resources and recording financial transactions	Foundational
	Project Management Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables	Intermediate

| | | • 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 | |

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
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
Business Enablers	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

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