

Role Description

Warehouse Officer



Cluster	Justice
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Finance, Asset & Business Services Directorate
Location	State Warehouse
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	591116
Role Number	52010071, 52009771
PCAT Code	1227292
Date of Approval	6 June 2018
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 Warehouse Officer undertakes a range of warehouse and logistics tasks to support NSW SES staff and volunteers, including stores, equipment and logistics tasks.

Key accountabilities

- Take delivery of all goods and equipment into the NSW SES State Warehouse and ensure all items are correctly received, recorded and stored/dispatched in a timely manner and complete all necessary processes including goods receipting in SAP, in a timely manner
- Dispatching of goods and equipment to State Headquarters, Zones, Units and servicing agents are to be processed in accordance with schedules and ensure all paperwork is submitted in a timely manner
- Ensure the NSW SES State Warehouse complies with WHS procedures and standards by keeping the warehouse safe, secure, clean and tidy, ensure items are easily accessible and conduct regular inspections of warehouse equipment and promptly raise issues of concern with the role supervisor

- Use WHS approved manual handling equipment or safe manual handling techniques to receive, store and dispatch goods/equipment and ensure that all manual handling equipment is regularly maintained and stored safely when not in use
- Contribute to the development and implementation of stores procedures and contribute to the continuous improvement of processes and practices to achieve safety and efficiency benefits
- Assist the Coordinator Warehouse in maintaining minimum stock levels by conducting quarterly stocktakes, take action to report low stock levels, damaged stock, etc in a timely manner as per warehouse procedures
- Provide general logistical support as required, including collecting and/or delivering items to and from suppliers and State Headquarters, to ensure seamless warehouse service delivery

Key challenges

- Coordinating and prioritising multiple tasks in a high volume work environment; giving prompt attention to enquiries from a variety of sources
- Ensuring stores and equipment are at all times available and distributed promptly across a large, geographically dispersed agency to ensure the NSW SES is always appropriately stocked and ready for operational activity
- Maintaining stock inventory at optimal level to ensure the internal movement of stock principles are applied (First In First Out)

Key relationships

Who	Why
Internal	
Coordinator Warehouse	<ul style="list-style-type: none"> • Receive guidance and allocation of duties • Escalate important issues, particularly those that may significantly impact safety or task completion • Identify problems in processes / practices and suggest appropriate rectification action • Receive feedback regarding performance
Work team	<ul style="list-style-type: none"> • Liaise to ensure coordinated tasking and service delivery • Seek guidance regarding policies and procedures • Work collaboratively to ensure a safe work environment and practices
Staff and volunteers	<ul style="list-style-type: none"> • Liaise / share information to deliver timely and quality client service
External	
Suppliers and other service providers	<ul style="list-style-type: none"> • Maintain business relationships to ensure the timely delivery of products / services • Seek cooperation and monitor the delivery of products/services

Role dimensions

Decision making

The Warehouse Officer has independence prioritising daily work tasks within overall priorities determined by the role supervisor. This role will be in a position to identify cost efficiencies, issues and discrepancies and will defer decisions around these to the role supervisor for their attention.

Reporting line

This role reports directly to Coordinator Warehouse

Direct reports

There are no direct reports

Budget/Expenditure

Nil

Essential requirements

- Demonstrated experience in warehouse/distribution and inventory management
- Experience using computer systems relating to warehouse management, eg databases and spreadsheets, SAP and Enterprise Asset management (EAM)
- Current driver's licence and forklift licence
- 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.





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.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Intermediate
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	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	Foundational
	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 Manage Self	Foundational	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Procurement and Contract Management	Foundational	<ul style="list-style-type: none"> • Comply with basic ordering, receipting and payment processes • Apply basic checking and quality control processes to activities which support procurement and contract management