

# Role Description

## Coordinator Stay Safe Keep Operational Program



Cluster	Justice
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Information & Communications Technology Directorate
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Temporary
ANZSCO Code	210000
Role Number	52016001
PCAT Code	1111192
Date of Approval	30 January 2019
Agency Website	<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>

### 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 Coordinator Stay Safe Keep Operational (SSKO) Program coordinates the governance, finance and reporting activities of project streams encompassed in the SSKO program. The role works closely with the Program Manager SSKO and broader team to ensure the achievement of business outcomes that align with related project streams within the Information and Communications Technology (ICT) Directorate.

### Key accountabilities

- Develop and provide guidance in the implementation of effective governance, finance and reporting deliverables for SSKO projects

- Communicate with key stakeholders and ensure they are fully briefed on status throughout the duration of the project
- Provide high level advice and support to the Program Manager SSKO on the governance, finance management and reporting of the SSKO project streams
- Deal with a diverse and complex range of governance and finance management issues requiring the capacity to exercise professional judgement and implement effective, innovative and practical solutions
- Conduct readiness assessments, evaluate results and present findings related to specific projects within the SSKO program of works
- Manage risks/issues on a daily basis and prepare comprehensive and timely issues papers and briefings to advise, and respond to, contentious issues and to inform the Program Manager SSKO on matters of broader significance that may require an appropriate response
- Report, monitor, and document project and change deliverables including providing regular progress reports to the Program Manager SSKO, Project Management Office, Manager Change SSKO and Steering Committee

## Key challenges

- Ensuring governance, financial management and reporting meet the requirements of the Project Management Office and minimising risk specifically related to time and budget constraints
- Achieving program and project deadlines/milestones to the required standards and targets within budget
- Communicating effectively with a broad range of stakeholders with diverse needs and viewpoints whilst balancing competing demands to ensure the project objectives are achieved

## Key relationships

Who	Why
<b>Internal</b>	
Program Manager SSKO	<ul style="list-style-type: none"> <li>• Report on and provide advice on the delivery of various goals and projects to ensure best fit solutions.</li> </ul>
SSKO Team	<ul style="list-style-type: none"> <li>• Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach.</li> </ul>
Project Management Office and Change Manager	<ul style="list-style-type: none"> <li>• Work in collaboration to ensure PMO and Change requirements are delivered.</li> </ul>
Director ICT	<ul style="list-style-type: none"> <li>• Work in collaboration to ensure understanding and direction of projects and initiatives within the Service.</li> </ul>
<b>External</b>	
External stakeholders	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships to ensure the successful delivery of various projects.</li> </ul>

## Role dimensions

### Decision making

Decisions which are made by the Coordinator SSKO Program include:

- Determining day to day work priorities based on guidance by the Program Manager, in accordance with project documentation requirements.
- Deciding the content of reports, submissions, policies, correspondence and briefs with limited direction from the supervisor.

Decisions referred to a supervisor include:

- Deciding the content of advice and information provided to the Program Sponsor and Program Steering Committee relating to the delivery of key program/project deliverables.
- Any decision that will substantially alter the outcomes or timeframe of project streams within the SSKO program.
- Major policy issues or conflicts arising in the course of goals, projects and other duties.
- Matters requiring a higher delegated authority such as approval for expenditure and/or travel.

### Reporting line

This role reports directly to Program Manager SSKO

### Direct reports

This role has 1 direct report:

Program Support Officer

### Budget/Expenditure

Nil

### Essential requirements

- Relevant tertiary qualifications in Project Management and/or equivalent experience
- 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](http://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	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Adept</b>
	<b>Plan and Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	<b>Optimise Business Outcomes</b>	<b>Intermediate</b>
	Manage Reform and Change	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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes</li> <li>Make sure team/unit staff understand expected goals and acknowledge success</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work</li> <li>Initiate, prioritise, consult on and develop team/unit goals, strategies and plans</li> <li>Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>Evaluate achievements and adjust future plans accordingly</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>• Prepare clear project proposals and define scope and goals in measurable terms</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Prepare accurate estimates of costs and resources required for more complex projects</li> <li>• Communicate the project strategy and its expected benefits to others</li> <li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>
<b>People Management</b> Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> <li>• Develop team/unit plans that take into account team capability and strengths</li> <li>• Plan and monitor resource allocation effectively to achieve team/unit objectives</li> <li>• Ensure team members work with a good understanding of business principles as they apply to the public sector context</li> <li>• Participate in wider organisational workforce planning to ensure the availability of capable resources</li> </ul>