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| **Cluster** | Stronger Communities |
| **Agency** | NSW Rural Fire Service |
| **Directorate** | Infrastructure Services / ICT |
| **Location** | Sydney Olympic Park |
| **Grade** | RFS 12/13 |
| **Role number** | 52008542 |
| **ANZSCO Code** | 135199 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 16 July 2019 |
| **Agency Website** | https://www.rfs.nsw.gov.au/ |

Agency overview

The NSW Rural Fire Service (NSW RFS) is established under the *Rural Fires Act 1997* as the lead combat agency for bush fires in NSW. The agency also operates under the *State Emergency and Rescue Management Act 1989*. For over 100 years the NSW 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. The agency strives to provide a world standard of excellence in the provision of a community based fire and emergency service through training, community education, prevention and operational capability.

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

Primary purpose of the role

The role manages a team that drives day-to-day functional delivery of highly available ICT infrastructure and operational communication systems that reflect contemporary best practice and achieves optimal business outcomes for an emergency service organisation.

# Key accountabilities

1. Manage and oversee the support and training of enterprise and spatial systems, ICT, radio and paging networks across the NSW RFS, including the provision of active monitoring and continuous improvement to the security framework.
2. Define the strategic outcomes for the organisations architecture for telecommunications, audio visual and other specialty technology solutions and provide guidance to ensure the adherence to adopted standards.
3. Oversee the development of initial project planning and scheduling activities and ensure appropriate project controls (risk, scheduling and budgetary controls) are applied to projects.
4. Sets the standard and oversees the audit and compliance for all ICT and operational communication infrastructure for all sites, facilities and fleet.
5. Oversee the management of vendor, tender, contract, and suppliers for ICT infrastructure and operational communication systems, hardware, software, and licensing agreements to ensure that all services are fit for purpose and allow for emerging technology.
6. Lead the design of fully integrated technology and platform solutions to deliver in alignment with the current architecture with the flexibility to cost effectively move to future state architecture with minimal impact.
7. Lead and manage the team and its relationship with networks, customers and stakeholders such that projects and tasks are appropriately assigned, performance is suitably monitored and improved, issues are dealt with appropriately and relevant professional development opportunities are made available to team members.
8. Proactively liaise and coordinate with other Emergency Service agencies and key Government authorities to maintain the NSW RFS as a key stakeholder and contributor in ongoing projects and objectives. Enhance and foster relationships to identify emerging opportunities for collaboration in the delivery of innovative solutions and systems.

Key challenges

* Identify and address complex ICT service delivery issues and provide alternate solutions based on well considered and balanced assessment of the facts and consequences, while considering competing demands to ensure day-to-day service delivery is maintained and project objectives are achieved.
* Keeping up to date with current legislation, standards and best practices associated with telecommunication and remain current with software, technologies, trends/issues, standards, methodologies and practices within the spatial information and ICT industries to ensure quality of support service provided.
* Providing direction across a geographically dispersed team, managing competing requirements of multiple stakeholders to achieve a satisfactory outcome in an environment with complex multi-tenanted networks and ICT systems with conflicting operational priorities.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Director / Executive Director | * Escalate issues, keep informed, advise and receive instructions
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| Members  | * Resolve issues and provide solutions to problems
* Provide strategic advice for business improvement.
* Provide technological advice to improve day to day business performance.
* Provide technical and/or hardware support services.
* Ensure compliance with agency and sector rules and standards.
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| Work team | * Inspire and motivate team, provide direction, and manage performance.
* Guide, support, coach, and mentor team members.
* Review the work and proposals of team members.
* Encourage team to work collaboratively to contribute to achieving team’s business outcomes.
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| Internal committees | * Chair or participate as a member on a number of internal committees which vary from time to time.
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| **External** |  |
| Industry leaders, other Government Agencies & Emergency Services | * Participate in forums, groups to represent agency and share information.
* Participate in discussions regarding innovation and best practice.
* Participate in cross agency support programs and collaborative initiatives.
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| External Committees | * Participate as a member on a number of external committees which may vary from time to time.
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| Contract partners, vendors and suppliers | * Develop supply relationships.
* Broker contract term changes.
* Receive and provide terms and conditions of business.
* Escalate issues to address current and potential problems.
* Review Service Level Agreements and key performance indicators.
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# Role dimensions

## Decision making

The incumbent is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

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 relevant Service Standard on Delegations and Authorisations.

The role is expected to adhere to government policies and guidelines as well as ICT standards and industry best practice.

## Reporting line

The role reports to the Director Information Communication Technology.

## Direct reports

The role has 4 direct reports.

## Budget/Expenditure

$9M.

Essential requirements

• A Degree or Graduate Certificate in a relevant discipline.

• Current drivers licence, ability and willingness to travel.

• Required to participate on an afterhours and/or on call roster.

• During periods of major fire activity, the incumbent may be required to support operational management activities consistent with their skills and background.

# 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)

This role also utilises an [occupation specific capability set](http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/occupation-specific/occupation-specific).

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

| Occupation / profession specific capabilities |
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| **Capability Set** | **Category and Sub-category** | **Level and Code** |
|  | **Strategy and Architecture – Service Design****Service Level Management** | **Level 6 - SLMO** |
| Strategy and Architecture - Technical Strategy and PlanningMethods and Tools | Level 5 - METL |
| **Relationships & Engagement – Stakeholder Management****Contract Management** | **Level 6 - ITCM** |
| Delivery and Operation – Service OperationsSecurity Administration  | Level 6 - SCAD |
|  | Delivery and Operation – Service OperationsRadio Frequency Engineer | Level – 6 RFEN |

## 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 |
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| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**Display Resilience and Courage | Adept | Be flexible, show initiative and respond quickly when situations changeGive frank and honest feedback/adviceListen when ideas are challenged, seek to understand the nature of the criticism and respond constructivelyRaise and work through challenging issues and seek alternativesKeep control of own emotions and stay calm under pressure and in challenging situations |
| **Personal Attributes**Manage Self | Advanced | Act as a professional role model for colleagues, set high personal goals and take pride in their achievementActively seek, reflect and act on feedback on own performanceTranslate negative feedback into an opportunity to improveMaintain a high level of personal motivationTake the initiative and act in a decisive way |
| **Relationships**Commit to Customer Service | Advanced | Promote a culture of quality customer service in the organisationInitiate and develop partnerships with customers to define and evaluate service performance outcomesPromote and manage alliances within the organisation and across the public, private and community sectorsLiaise with senior stakeholders on key issues and provide expert and influential adviceIdentify and incorporate the interests and needs of customers in business process designEnsure that the organisation’s systems, processes, policies and programs respond to customer needs |
| **Relationships**Work Collaboratively | Advanced | Build a culture of respect and understanding across the organisationRecognise outcomes which resulted from effective collaboration between teamsBuild co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-governmentFacilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions |
| **Results**Deliver Results | Adept | Take responsibility for delivering on intended outcomesMake sure team/unit staff understand expected goals and acknowledge successIdentify resource needs and ensure goals are achieved within budget and deadlinesIdentify changed priorities and ensure allocation of resources meets new business needsEnsure financial implications of changed priorities are explicit and budgeted forUse own expertise and seek others’ expertise to achieve work outcomes |
| **Business Enablers**Technology | Advanced | Show commitment to the use of existing and deployment of appropriate new technologies in the workplaceImplement appropriate controls to ensure compliance with information and communications security and use policiesMaintain a level of currency regarding emerging technologies and how they might be applied to support business outcomesSeek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomesImplement and monitor appropriate records, information and knowledge management systems protocols and policies |
| **People Management**Manage and Develop People | Advanced | Refine roles and responsibilities over time to achieve better business outcomesRecognise talent, develop team capability and undertake succession planningCoach and mentor staff and encourage professional development and continuous learningProvide timely, constructive and objective feedback to staffAddress and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective wayImplement performance development frameworks to align workforce capability with the organisation’s current and future priorities and objectives |

| Occupation specific capability set (Skills Framework for the Information Age – SFIA) |
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| **Category and** **Sub-category** | **Level and** **Code** | **Level Descriptions** |
| **Strategy and Architecture Service Design****Service Level Management** | **SLMO Level 6 (SLMO)** | * Ensures that a catalogue of available services is created and maintained and that service level agreements are complete and cost effective.
* Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.
* Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained.
* Negotiates with relevant parties in respect of disruptions and major amendments to the provision of services.
* Reviews service delivery to ensure that agreed targets are met and prepares proposals to meet forecast changes in the level or type of service.
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| **Relationships and Engagement** **Stakeholder Management****Contract Management** | **Level 6 (ITCM)** | * Negotiates and resolves contractual issues, including failure to meet contractual obligations.
* Promotes change control processes and leads variation negotiations when necessary.
* Champions continuous improvement programmes, jointly developing strategies and incentives to enhance performance.
* Undertakes comprehensive financial evaluations.
* Ensures non-discriminatory behaviour and legal compliance.
* Ensures that lessons learned from reviews are documented and promoted with all stakeholders.
* Develops broad industry/ category credentials as ‘best practice’ champion.
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