



ROLE DESCRIPTION WAREHOUSE AND LOGISTICS OFFICER

Cluster	Stronger Communities
Directorate / Business Unit	Preparedness & Capability Logistics
Role Number	52016538, 52016539 & 52016540
Grade	RFS Level 4/5
ANZSCO Code	741111
PCAT Code	1119192
Date of Approval	16 August 2022
Website	www.rfs.nsw.gov.au

About Us

The NSW Rural Fire Service (NSW RFS) protects the community and our environment by minimising the impact of fire and other emergencies. Our shared vision is to provide a world standard of excellence in the provision of a volunteer-based community fire and emergency service.

The NSW RFS is established under the Rural Fires Act 1997 and is responsible for preventing and suppressing fires in rural fire districts, as well as being the lead agency for bush fire-fighting across the State. 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.

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.

Role Purpose

The role provides support to the Logistics business unit including receiving and dispatching goods, preparation of operational logistics equipment and general warehousing duties including stocktake and distribution.

Key Accountabilities

1. Undertake the picking, packing, and the loading and unloading of goods in and out of a centralised warehouse.
2. Replenishment activities and raising purchase requisitions for goods and services in line with NSW RFS policies and procedures so that organisational objectives are achieved relating to supply and delivery.
3. Assist the Warehouse Coordinator to produce reports on warehouse performance.

4. Assist with identifying and reporting non-compliant procurement activities so that any potential procurement risks can be mitigated and transparency is applied when complying with legislation and directives.
5. Comply with NSW RFS Policies, Service Standards, Handbooks/Manuals and protocols, as required.
6. Monitor resources movement such as distribution of inventory to meet the agreed service levels.
7. Mitigate risks to ensure the health, safety, cleanliness and security of the work environment.

Essential Requirements

- A Certificate III in a relevant discipline (e.g. warehousing/logistics), and/or equivalent expertise.
- HR Drivers licence and Forklift licence.
- Participate in an afterhours or on-call roster (which includes weekend work) all year round.
- During periods of major fire activity, the incumbent may be required to support operational management activities consistent with their skills and background.

Key Knowledge and Experience

- Genuine appreciation and understanding of a volunteer-based community service.

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.
- Routinely makes their own decisions concerning assigned work and related matters, operating within standards, policies, procedures and relevant legislation.
- The incumbent seeks advice about matters that may be outside the scope of their normal activities or that might attract significant criticism or concern.

Reporting Line

The role reports to the Warehouse Coordinator.

Direct Reports

Nil.

Budget/Expenditure

Nil.

Key Relationships – Internal

Who	Why
➤ Supervisor	<ul style="list-style-type: none"> ➤ Receive and clarify guidance and instructions and report on progress against work plans. ➤ Provide advice on administrative processes. ➤ Escalate issues, keep informed, advise, receive guidance and instructions.




Who	Why
<ul style="list-style-type: none"> Work team 	<ul style="list-style-type: none"> Support the team and work collaboratively to contribute to achieving the team's business outcomes. Receipt and recording of the dispatch of inventory.
<ul style="list-style-type: none"> Members 	<ul style="list-style-type: none"> The incumbent communicates with NSW RFS members at all levels providing advice in respect of a range matters associated with the job functions.

Key Relationships – External

Who	Why
<ul style="list-style-type: none"> Community 	<ul style="list-style-type: none"> Provide service to the community to prepare for and be resilient to fires and incidents.
<ul style="list-style-type: none"> Other Government Departments and Emergency Services Agencies 	<ul style="list-style-type: none"> The incumbent communicates with other government agencies and kindred organisations about routine matters relating to the work of the section.
<ul style="list-style-type: none"> Contractors and suppliers 	<ul style="list-style-type: none"> Ordering, receiving and dispatching goods to achieve value for money outcomes so that the NSW RFS is appropriately equipped with resources.

Capabilities for the Role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. **Focus capabilities** are considered the most important for effective performance of the role.

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Foundational
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Project Management	Foundational



Procurement and Contract
Management

Foundational

Technology

Intermediate