Role Description
Chief of Staff

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Office of the Commissioner
Location	State Headquarters
Grade/Band	Clerk Grade 11/12
Classification	Ongoing
ANZSCO Code	132411
Role Number	52012682
PCAT Code	3131392
Date of Approval	November 2019
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 Chief of Staff provides executive professional support to the Commissioner and Deputy Commissioners across critical and sensitive issues and; serves to support the achievement of the NSW SES' strategic and operational objectives.

Key accountabilities

- Prepare, manage and review the provision of high-level communications and correspondence including briefings, reports, submissions and notes to ensure the comprehensiveness, accuracy, and timeliness of written information

- Act as the executive point of contact, liaise with stakeholders and action requests to coordinate communication and proactively ensure responses meet deadlines

- Implement, monitor and report on strategic, operational and project plans to inform decision making and support achievement of organisational objectives

- Oversee high level analysis of legal issues and provide advice on the outsourcing of legal support, including instructing solicitors on behalf of the agency and track and manage matters, including related financial transactions

- Undertake research and high-level analysis of complex issues, integration and synthesis of information from a range of internal and external sources to provide the Commissioner and Deputy Commissioners with strategic, timely advice which draws out sensitive matters, addresses strategic and tactical issues, and offers alternative options

- Establish and convene internal working parties and committees where required to provide sound advice and recommendations for the Commissioner

- Undertake special assignments, projects and in-depth research as directed by the Commissioner ensuring completion within deadlines and achieving required outcomes

- Coordinate high level executive meetings of various committees, working parties and related forums convened by the Commissioner and Deputy Commissioners and; advocating the Commissioner's, Deputy Commissioners' and NSW State Emergency Service's position on relevant issues where appropriate

- Lead, manage and plan to ensure effective and compliant utilisation of assets and resources (includes encouraging and supporting mobility, responsibility for budget/financial performance, and compliance with governance, work health & safety and other requirements)

Key challenges

- Anticipating contentious issues, collecting and assimilating information from a variety of sources while maintaining confidentiality and exercising diplomacy to ensure the Commissioner is fully briefed

- Providing advice in an environment characterised by conflicting priorities and political, legal and/or social sensitivities requiring an ability to understand relevant legislation and NSW Government processes.

Key relationships

Who	Why
Internal	
Commissioner	• Receive direction, guidance and support, provide strategic advice on complex significant issues requiring the Commissioner's attention
Deputy Commissioners	• Collaborate, support and provide advice to contribute to strategic decision making
Work Team	• Define and clearly communication expectations and allocate work to ensure the timely provision of program outcomes • Provide supervision, constructive feedback and support; monitor performance; facilitate teamwork and opportunities for development and information sharing

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Senior Executives, Senior Managers and Staff Officers	• Consult with senior executives, senior managers and staff officers to facilitate the effective and efficient dissemination of information, reports and key documents
External	
Office of the Minister for Emergency Services	• Liaise directly with the Minister's office on matters of significance and to ensure that the Minister, through the Chief of Staff and key advisors is abreast of emerging issues pertaining to NSW SES
Other NSW Government Agencies/ Justice Cluster Agencies	• Establish networks, monitor key issues, maintain awareness of key issues and promote the interests of the NSW SES.

Role dimensions

Decision making

The Chief of Staff will operate with considerable autonomy in the management of the work team and will be fully accountable for the quality, integrity and accuracy of advice provided. The role prioritises, directs and integrates the work of its specialist direct reports and provides information and guidance of the Commissioner's views to other executives and Ministerial staff. The Chief of Staff is responsible for leading and coordinating assigned projects and for ensuring they are sufficiently research, scoped, resourced and managed to deliver high quality outcomes and to monitor the progress of plans and achievements.

Reporting line

This role reports directly to the Commissioner of the NSW SES. The role provides a key support function to the Deputy Commissioner Corporate Services and Deputy Commissioner Operations.

Direct reports

This role has 2 direct reports:

- Manager, Government Relations and Legal
- Coordinator Protocol and Special Events

Budget/Expenditure

Salary: $381,237

Operating: $600,000

Essential requirements

- Tertiary qualifications in a relevant discipline or equivalent relevant experience
- Demonstrated leadership, high level strategic planning skills, and the ability to prepare high level complex briefings and correspondence
- 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.

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

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 Act with Integrity	Advanced	• Model the highest standards of ethical behaviour and reinforce them in others • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Ensure that others have a working understanding of the legislation and policy framework within which they operate • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act on reported breaches of rules, policies and guidelines
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Influence and Negotiate	Advanced	• Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Think and Solve Problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Results Demonstrate Accountability	Advanced	• Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning
Business Enablers Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Advanced	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives

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