

Events & Awards Coordinator

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Commissioner's Office/ Protocol
Classification/Grade/Band	Clerk Grade 9/10
Role Number	52017695
ANZSCO Code	149311
PCAT Code	1337392
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Build and coordinate the FRNSW events and awards framework for the Commissioner's Office in line with FRNSW strategic engagement priorities, commitments and marketing and recognition policies and standards

Key accountabilities

- Consult widely, internally and externally, to determine, register and recommend priorities in terms of events, ceremonies and activities.
- Coordinate resources across teams and directorates for special events to optimise FRNSW exposure; and manage Awards
- Work with commands/directorates to assess opportunities and risks, identify target audiences and arrange the implementation of communication strategies, plans and tools to maximise interest and attendance
- Deliver integrated and comprehensive event management policies, planning tools and standard operating procedures having regard for established protocol
- Provide advice and support to event hosts and ensure appropriate, on message material is made available for speeches and presentations.
- Work with hosts and respective staff officers/executive officers to collect, collate and analyse event outcomes and trends, documenting and following-up on subsequent lessons learned, opportunities and commitments
- Coordinate honours and awards programs and logistics including production and distribution of medals, certificates and other recognitions
- Brief key participants on protocol arrangements for events and ceremonies attending and coordinating events as necessary
- Collect, analyse and report on event budget outcomes, return on investment both economically and in terms of messaging; and share efficiencies across the organisations

Key challenges

- Maintain knowledge of strategic direction and the Commissioner's priorities and defending recommendations with respect to FRNSW investment in events
- Influence event hosts/host locations to maintain accountability for their event and support subsequent analysis and evaluation
- Work with a high degree of autonomy confidentiality within the scope of the role, balancing business demands
- Understand and apply appropriate treatment to the significance of events, ceremonies and observations and applying appropriate sensitivities and protocols
- Maintain attention to detail and high standards while engaging and enabling support from others

Key relationships

Who	Why
Internal	
Chief of Staff and, Protocol & Liaison Superintendent	<ul style="list-style-type: none"> • Receive advice and discuss, priorities and budget • Report event outcomes and analysis • Enlist engagement/communication strategies
Staff Officers Executive Officers/Business Managers	<ul style="list-style-type: none"> • Work collaboratively • Influence for standards, protocols and event evaluations • Consult with regard to consistent and on-message material • Co-plan events and material commensurate with strategic priorities and messaging. • Work through issues of protocol • Provide Awards materials
Executive Business Unit team	<ul style="list-style-type: none"> • Enlist administrative and logistical support
External	
Office of NSW Governor, Government House, the Cluster, Minister's Office, Public Service Commission, other emergency services and government agencies and non-government organisations	<ul style="list-style-type: none"> • Observe and advise on strict precedence, protocols and forms of address • Network extensively to further FRNSW involvement in events and ceremonies • Identify opportunities to share platforms and create economies of scale
Suppliers and contractors	<ul style="list-style-type: none"> • Logistical arrangements for Awards and Events

Role dimensions

Decision making

- Make recommendations predicated on sound analysis
- Ensure the timeliness of awards and recognitions
- Make day-to-day decisions within the scope of the role, prioritising in accordance with importance and agreed engagement strategy
- Apply acute attention to detail

Key knowledge and experience

1. Demonstrated record of achievement in successfully coordinating events and ceremonies

Essential requirements

1. Tertiary qualifications in a related field or equivalent relevant experience.
2. Valid NSW Driver's licence

NOTE: Travel, and out of hours and weekend work may be required to meet demands

Reporting line: Protocol & Liaison Superintendent

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Capabilities for the role

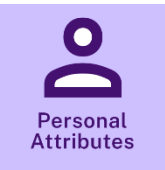

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.



Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment. The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Personal Attributes</p>	<p>Act with Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
	<p>Value Diversity</p> <p>Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives</p>	<ul style="list-style-type: none"> • Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders • Demonstrate cultural sensitivity, and engage with and integrate the views of others • Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences • Recognise and adapt to individual abilities, differences and working styles • Support initiatives that create a safe and equitable workplace and culture in which differences are valued • Recognise and manage bias in interactions and decision making 	Adept
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Adept

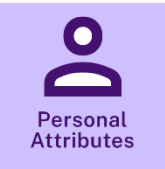


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
	<p>Influence & Negotiate</p>	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict 	Adept
 Results	<p>Demonstrate Accountability</p>	<ul style="list-style-type: none"> • Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly 	Intermediate
 Business Enablers	<p>Project Management Understand and apply effective project planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate