



ROLE DESCRIPTION

DISTRICT ADMINISTRATION OFFICER

Cluster	Stronger Communities
Directorate / Business Unit	OPERATIONS DISTRICT
Role Number	VARIOUS
Grade	RFS Level 2/3
ANZSCO Code	561999
PCAT Code	1119192
Date of Approval	24 MAY 2021
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 District Administration Officer provides the section with support to achieve the sections outcomes in a timely, reliable and efficient manner. The role liaises with staff at all levels and volunteer members of the NSW RFS.

Key Accountabilities

1. Provide a full range of administrative and clerical support services, including filing and records management, mail receipt and sorting, maintenance of registers, photocopying, compilation of manuals and reports to support the smooth running of activities
2. Coordinate office systems, procedures and organisational methods to improve office efficiency in accordance with policies, procedures and standards
3. Respond to incoming enquiries (over the phone or face to face), providing information and referring

enquiries in an effective and responsive manner

4. Provide word processing and other keyboard support, drafting and preparing routine correspondence to facilitate the flow of paperwork to and from the office
5. Coordinate meetings including preparing agendas, organising venues and catering and distributing minutes to contribute to the smooth running of meetings
6. Maintain the computerised records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information and contribute to a timely response for information.
7. Mentor other staff in the above activities when needed.
8. When needed, participate in activities to protect the community from fire and similar incidents within the scope of the qualifications held.

Essential Requirements

- A Certificate II in a relevant discipline, or equivalent expertise.
- A current driver's licence and the ability to travel.
- During periods of heightened operational 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 District Manager

Direct Reports

Nil

Budget/Expenditure

Nil

Key Relationships – Internal

Who	Why
➤ Manager	➤ Work in close collaboration to ensure the seamless delivery of services
➤ Team	➤ Provide professional guidance and development to build capability and ensure consistent quality and accessible service provision





Who	Why
<ul style="list-style-type: none"> Executive, Managers and Supervisors 	<ul style="list-style-type: none"> Maintain an inter-unit 'teams based' approach that builds capacity and has a focus on the provision of quality services.
<ul style="list-style-type: none"> NSW RFS Members 	<ul style="list-style-type: none"> Develop and maintain effective working relationships and open channels of communication across the agency to effectively contribute to better outcomes for our members and the community

Key Relationships – External

Who	Why
<ul style="list-style-type: none"> Other emergency services groups and professional bodies 	<ul style="list-style-type: none"> Work collaboratively to develop and communicate relevant research and practice outcomes
<ul style="list-style-type: none"> Members of public/community 	<ul style="list-style-type: none"> Incumbent is first of contact for inquiries within the office

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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Project Management	Foundational
	Procurement and Contract Management	Foundational
	Technology	Foundational