

Transport Recovery Operator

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Logistics Support/Fleet Management/Fleet Operations
Classification/Grade/Band	Transport & Recovery Operator - CSP 46 - 49
Kind of Employment	Ongoing
Role Number	52007711, 52007713-17
ANZSCO Code	733111
PCAT Code	1112192
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

Transport vehicles and equipment throughout NSW.

Key accountabilities

- Transport/recover vehicles and equipment to meet operational and maintenance requirements using heavy and articulated trucks
- Operate all transport vehicles in-line within the RMS permit system
- Transport, set up and monitor equipment at required events including 'Zone and State Championships'
- Operate the coach and manage the requirements of all passengers and their equipment
- Deliver, retrieve and dispose of various heavy and awkward items
- Refuel appliances on site at long duration incidents using the FRNSW refuelling unit
- Provide courier/delivery service and undertake the management of the head office pool as required
- Attend major incidents to deliver and coordinate the requirements, set up, operation and retrieval of the Rehabilitation POD and or the Fire Duty POD
- Operate the bulk water tanker at major incidents and work within Incident Crew management System (ICMS) guidelines, including managing other personnel in hazardous environments

Key challenges

- Maintain current knowledge of industry standards, changing mechanical requirements, policies, relevant legislation and operating procedures
- Must maintain an understanding of and comply with the Roads and Maritime Services load restraint, mass management requirements and fatigue management
- Determine the most appropriate method to secure and transport vehicles and equipment, ensuring compliance with WHS requirements, and industry standards

Key relationships

Who	Why
Internal	
Fleet Operations Officer	<ul style="list-style-type: none">• Work closely with on day to day activities associated with the transportation of vehicles/equipment
FRNSW staff	<ul style="list-style-type: none">• Liaise with on, the movement, availability and requirement of vehicles and equipment
External	
Industry Stakeholder	<ul style="list-style-type: none">• Liaise with to identify and co-ordinate movement and specific requirements of fire appliances

Role dimensions

Decision making

- Make day-to-day decisions within the scope of the role, prioritising in accordance with agreed timeframes and level of complexity

Reporting line: Fleet Operations Officer

Direct reports: Nil

Budget/Expenditure: As per the Delegations Manual

Key knowledge and experience

1. Experience in driving articulated units and heavy transport vehicles (50 ton combination) and transportation and retrieval of heavy vehicles.

Essential requirements

1. Recognised qualifications and experience in vehicle mounted cranes, forklifts and using recovery tow trucks.
2. Current Class HC drivers licence.

NB: Operators will be required to perform On-Call duties on a rotating basis at least one week in six weeks. During periods of On-Call, Operators need to reside within reasonable work proximity to allow for required response.

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.


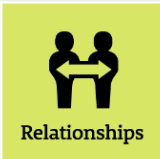
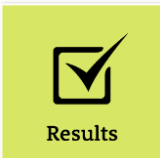

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 Personal Attributes	Act with integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">Behave in an honest, ethical and professional wayBuild understanding of ethical behaviourFollow legislation, policies, guidelines and codes of conduct that apply to your role and organisationSpeak out against misconduct and illegal and inappropriate behaviourReport apparent conflicts of interest	Foundational
	 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">Work as a supportive and cooperative team member, sharing information and acknowledging others' effortsRespond to others who need clarification or guidance on the jobStep in to help others when workloads are highKeep the team and supervisor informed of work tasksUse appropriate approaches, including digital technologies, to share information and collaborate with others
 Results		Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">Recognise the importance of customer service and understanding customer needsHelp customers understand the services that are availableTake responsibility for delivering services that meet customer requirementsKeep customers informed of progress and seek feedback to ensure their needs are metShow respect, courtesy and fairness when interacting with customersRecognise that customer service involves both external and internal customers
		Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none">Take responsibility for own actionsBe aware of delegations and act within authority levelsBe aware of team goals and their impact on work tasksFollow safe work practices and take reasonable care of own and others' health and safetyEscalate issues when these are identifiedFollow government and organisational record-keeping requirements

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	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	not essential
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	not essential
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	not essential
	Project Management	Understand and apply effective planning, coordination and control methods	not essential