

Role Description

Emergency Management Coordinator

Cluster	Department of Regional NSW
Agency	Local Land Services
Classification/Grade/Band	Administrative and Clerical Stream LLS Grade 6
Role Family	Projects & Programs
ANZSCO Code	441211
PCAT Code	1119192
Date of Approval	May 2018 (updated June 2020)
Agency Website	http://www.lls.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsibility for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Service.

Primary purpose of the role

The role is designed to coordinate the Emergency Management function and services within the region including the ongoing development of planning, prevention, response and recovery activities to manage emergencies impacting landholders and primary producers. The role provides information and advice to regional customers in collaboration with staff and through building productive relationships with regional stakeholders.

Key accountabilities

- Coordinate the development of emergency management plans, processes and relevant documents in line with state wide frameworks and protocols to assist LLS in meeting its regional legislative responsibilities
- Support staff in the development, delivery, monitoring and evaluation of regional emergency management functions and services
- Successfully work with stakeholders and land managers in emergency planning, prevention, response and recovery activities
- Monitor and evaluate emergency management programs to ensure key deliverables and obligations are met

- Coordinate the sharing, development and distribution of internal and external emergency management messages and information products
- Coordinate regional LLS participation in regional and local area emergency management committees and support staff to ensure effective emergency response and recovery activities
- Coordinate emergency management training opportunities for relevant staff to build their capacity to deliver and assist in biosecurity and natural disaster events

Key challenges

- Maintaining subject matter expertise across emergency management themes, including knowledge and understanding of legislative developments
- Successfully engaging staff in the development and implementation of a regional annual business plan for emergency management amongst their competing priorities
- Coordinating regional input into review and evaluation of state-wide and regional emergency management programs, frameworks, plans and protocols

Key relationships

Who	Why
Internal	
Team Leader / Supervisor	• Provide advice, escalate issues and propose solutions • Receive guidance and provide regular updates on projects, issues and priorities
Team Leaders	• Work in collaboration to meet the service delivery needs of LLS, meet compliance objectives and deliver plans • Seek information and provide advice with regard to risk and emergency
Local Managers, Team Leaders and Business Services leads, Project Lead/s	• Understand Local Area and functional issues and risks in order to establish effective risk mitigations and understand region-wide impacts • Receive technical advice, discuss options and solutions • Provide emergency management coordination and support
Other staff	• Collaborate to achieve LLS and regional outcomes
External	
Stakeholders and investors	• Seek data and information and deliver advice and support in partnership to achieve LLS objectives
Department of Primary Industries	• Planning, liaison and delivery of State operational plans, policies and procedures

Role dimensions

Decision making

- Makes day to day decisions with regard to prioritising activities to meet regional needs
- Consults with Business Services, Team Leaders, Local Managers and Project Lead/s to resolve issues relating to emergency management
- Makes judgements on the potential effectiveness of emergency management plans and actions proposed by regional staff

Reporting line

Team Leader (title varies by region)

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current NSW Class C Driver Licence
- The ability and willingness to travel

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	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
	 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively Collaborate with others and value their contribution	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Intermediate
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Understand the team and unit objectives and align operational activities accordingly - Initiate and develop team goals and plans, and use feedback to inform future planning - Respond proactively to changing circumstances and adjust plans and schedules when necessary - Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals - Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence - Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience - Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience - Seek contributions and ideas from people with diverse backgrounds and experience - Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness - Identify and share business process improvements to enhance effectiveness	Adept
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	- Assess work outcomes and identify and share learnings to inform future actions - Ensure that own actions and those of others are focused on achieving organisational outcomes - Exercise delegations responsibly - Understand and apply high standards of financial probity with public monies and other resources - Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety - Conduct and report on quality control audits - Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Project Management		Intermediate
	Understand and apply effective planning, coordination and control methods	- 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	

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	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate