

Role Description

Coordinator State Command Centre



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Emergency Management
Location	Wollongong State Headquarters
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
Role Number	52019648
PCAT Code	1256862
Date of Approval	October 2023
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

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 Coordinator State Command Centre is responsible for delivering NSW SES state level operational readiness, including managing the flow of incident information to internal and external stakeholders and across multi levels of government. The role also maintains operational readiness of the State Command Centre (SCC), facilitating SCC training and exercising, management of SCC on-call Incident Management Teams and NSW SES Incident Management System.

Key accountabilities

- Oversee and coordinate state level strategic operational readiness, including the SCC and operational systems associated.
- Coordinate and provide functional support to SCC on-call / pre-formed Strategic Command Team/s, ensuring NSW SES can provide a state level emergency response in a timely manner.
- Facilitate exercising and training to ensure operational readiness.

- Strategically coordinate operational information and intelligence.
- Conduct state level advocacy and reporting, exchanging situational awareness with supporting agencies, state and federal government, and other key stakeholders.
- Ensure the management of all documents and the Incident Management System so all incident / operational information is recorded and stored correctly.
- Develop, review and update operational policy and procedures as required.

Key challenges

- Ensuring the State Command Centre is always ready to respond to incidents as they occur and the personnel within the Incident Management Teams are trained to respond appropriately.
- Operationally reactive, meaning the role will be presented with rapid and unique operational situations that will require quick thinking and informed decisions without direct supervision at times.
- Ensuring that all data and reports, processes are captured, monitored and stored within the established systems according to the protocols.

Key relationships

Who	Why
Internal	
Manager State Operations	<ul style="list-style-type: none"> • Report on and provide advice on incident related information. • Receive guidance and direction to deliver business objectives
Liaison Officers	<ul style="list-style-type: none"> • Coordinate for appropriate and accurate operational briefing to internal / external stakeholders
SCC Pre-Formed Team/s	<ul style="list-style-type: none"> • Ensure team is appropriately trained for incident management • Maintain effective working relationships to ensure collaboration and communication on a day-to-day basis • Provide direction and support to team • Support performance and development
External	
Emergency Service organisations, including Office of the SEOCON, State Emergency Operations Centre, and Emergency Management NSW (SERCON)	<ul style="list-style-type: none"> • Develop strong working relationships to ensure communication of information is provided to the NSW SES

Role dimensions

Decision making

The State Command Centre Coordinator will be required to make clear, quick and decisive decisions about the urgency or priority of incident related information, including decisions around the release of information, including the accuracy and veracity of information. The role will involve a level of independence when referring to the Agency's Standard Operational Procedures (SOPs) when necessary.

Reporting line

Manager State Operations

Direct reports

2 x Operations Officer

Budget/Expenditure

Nil

Essential requirements

- Understanding and knowledge of applicable legislation, policy and disaster plans related to emergency and rescue management responsibilities and functions in NSW, preferably with an understanding of the role of the NSW SES.
- Coordination and management experience in an emergency service operations centre or similar environment
- Experience in the collection, analysis and dissemination of operational information and providing high quality reports and products
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

You will 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 24/7 roster depending on operational activity.


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

Occupation / profession specific capabilities		
Capability Group	Capability Name	Level
	Understands flood, storm and tsunami behavior	Adept
	Incident Control/Management	Adept
	Planning	Intermediate
	Public Information	Adept
	Logistics	Foundational
	Relationship Management	Intermediate

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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change. Give frank and honest feedback and advice. Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately. Raise and work through challenging issues and seek alternatives. Remain composed and calm under pressure and in challenging Situations.
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices. Look for and take advantage of opportunities to learn new skills and develop strengths. Show commitment to achieving challenging goals. Examine and reflect on own performance. Seek and respond positively to constructive feedback and guidance. Demonstrate and maintain a high level of personal motivation

Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views. • Share information across teams and units to enable informed decision making. • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> • Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve

NSW SES Specific Occupational Capabilities

Level	Behavioural Indicators
Understands flood, storm and tsunami behaviour	<p>Adept</p> <ul style="list-style-type: none"> • Uses comprehensive flood, storm and tsunami behaviour knowledge to determine strategic controls applicable to complex incidents • Confirms selected controls are suitable by cross-checking with suitable specialists and/or prediction tools