

Role Description

Command Business and Assurance Officer



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Field Operations/Metropolitan and Regional Operations - Areas
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing
Role Number	Various
ANZSCO Code	531111
PCAT Code	1124937
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

Proactively contribute to mandatory and administration improvement strategies and functions across the Area, managing systems, leading and supporting projects, initiatives, plans, programs and activities; and providing reports and analysis for the cost efficient and effective administration and governance of the Area, Zones and Stations

Key accountabilities

- Undertake research and provide comprehensive reports, analysis, interpretations and recommendations across critical administration functions
- Monitor and report expenditure, fiscal performance and asset management across the Area and analyse and interpret trends and anomalies, recommending strategies and remedial options
- Facilitate planning and information sessions, and collaborate with Zone and Area management to draft and integrate business plans, business continuity plans and workforce plans
- Conduct non-operational risk assessments and implement audit controls, standard operating procedures and quality improvement processes for administrative compliance
- Lead and manage Area Business Support Officers and providing guidance and direction on work priorities and ensure all administrative initiatives, systems and records are managed in accordance with FRNSW policies/directives and statutory requirements and linkages between key pieces of work are identified, consolidated and communicated
- Provide executive support to the Area Commander; and secretariat services at management and other significant meetings, working parties and committees across the Area
- Draft briefing papers, reports, presentations, correspondence and other material; and analyse, define, document and disseminate administrative functions, workflows, protocols, policies and approval processes
- Undertake projects and the development, implementation and review of initiatives that support operational activities and improvements
- Assist with the administrative functions associated with major emergencies as required of the role

Key challenges

- Maintaining and communicating knowledge of legislation and FRNSW and Public Sector policies, procedures, standards and protocols that impact the administration functions and activities of operational commands
- Identifying key and emerging issues and linkages and establishing collaborative and influential relationships across Command to manage these with the Manager Command Administration and Assurance
- Understanding and contributing to the development of strategies to improve the Area's engagement profile
- Managing competing demands and varying levels of knowledge of or interest in administration and assurance.

Key relationships

Who	Why
Internal	
Manager Command Administration and Assurance , Area Commander and Zone Commanders	<ul style="list-style-type: none"> • Discuss priorities and be alert to emerging issues and trends • Provide secretariat support and monitor and facilitate Area commitment • Inform and report on the governance status of the Area and the progress of projects, programs and initiatives
Reporting staff (Area Business Support Officers)	<ul style="list-style-type: none"> • Lead to achieve high levels of service delivery - providing direction, advice, guidance and support • Assist with navigating competing demands • Ensure consistency of practice and to coordinate issues arising in relation to work process
Office of the Commissioner, IT, People & Culture and Finance Directorates, and the Field Operations Business Unit (FOBU)	<ul style="list-style-type: none"> • Seek guidance on audit, assurance and business planning and continuity planning and integration • Support for appropriate records systems and management • Report, discuss and cooperate for fiscal management support • Develop and maintain effective working relationships with the Area's HR Business Partner
Other Command Administration and Assurance Officers	<ul style="list-style-type: none"> • Collaborate with to capitalise on innovations, shared platforms and capabilities; and build cohesion
Duty Commanders, Station Officers, Captains and Deputy Captains On-call Firefighter Recruitment Officers	<ul style="list-style-type: none"> • Develop and maintain cooperative, productive and professional working relationships to support operational as well as administrative improvements • Enlist mutual support for workloads
External	
Other Government agencies and non-Government providers	<ul style="list-style-type: none"> • Develop and maintain cooperative, productive and professional working relationships with key stakeholders as a point of contact for the command • Support Command's community engagement activities
External Stakeholders	<ul style="list-style-type: none"> • Support inquiries and arrange goods and services as necessary

Role dimensions

Decision making

- Make day-to-day decisions within the scope of the role, prioritizing work in accordance with agreed timeframes and level of complexity
- Provide advice on administrative and finance matters and improvements

- Managing large volumes of data and documentation, ensuring the quality, accuracy, integrity and security of the input to and output from information systems
- Must ensure decisions are made within the scope of the role ensuring accuracy of work to withstand industry review and scrutiny

Reporting line: Manager Command Administration and Assurance

Direct reports: Area Business Support Officers

Budget/Expenditure: As per FRNSW Delegations Manual

Key Knowledge and Experience

1. Demonstrated sound administrative skills and experience including the ability to interpret and apply legislation, policies and standards
2. Record of achievement in developing and implementing business improvements

Capabilities for the role



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 • 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
 <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"> • 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 	Adept
	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • 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 	Intermediate
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • 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 achieve goals • Identify any barrier 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
 <p>Business Enablers</p>	<p>Finance</p> <p>Understand and apply financial processes to achieve value for money and minimise financial risk</p>	<ul style="list-style-type: none"> • Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures • Understand the impacts of funding allocations on business planning and budgets • Identify discrepancies or variances in financial and budget reports, and take corrective action • Know when to seek specialist advice and support and establish the relevant relationships • Make decisions and prepare business cases, paying due regard to financial considerations 	Adept
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks 	Adept

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	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	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	Foundational
	Project Management	Understand and apply effective project planning, coordination, and control methods	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational