



## ROLE DESCRIPTION MANAGER COMMUNITY RISK

Cluster	Stronger Communities
Directorate / Business Unit	Field Operations   Area Operations
Role Number	Various
Grade	RFS Level 10/11
ANZSCO Code	139914
PCAT Code	3119192
Date of Approval	1 December 2021
Website	<a href="http://www.rfs.nsw.gov.au">www.rfs.nsw.gov.au</a>

### 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.

### Leadership Commitment

- Value and recognise the contribution of our people
- Create an environment where people can be at their best
- Work together to deliver the best community outcomes
- Be responsive and hold ourselves and each other to account
- Appreciate our different backgrounds and experiences make us greater

### Role of the Area

Areas work with districts to carry out functions that are more effectively executed at the Area-level to ensure consistency, standardisation and coordinated delivery of services.

Areas work with District Managers to ensure that districts are focused on delivering front-line fire response and mitigation services to their local community.

Area and districts work together to ensure positive volunteer engagement, management and sustainable membership.

## **Role Purpose**

Lead, promote and support strategic organisational programs to reduce risk to the community from bush fire and other emergencies.

The role works in collaboration with the Manager, Capability and Manager, People and Business and other managers across the business to ensure successful operational outcomes across the Area.

## **Key Accountabilities**

1. Ensure the development of Bush Fire Risk Management plans; Operations Coordination plans and pre-incident plans across the Area.
2. Develop and manage Fire Access and Fire Trail (FAFT) plans across the Area to ensure compliance with legislative requirement.
3. Lead the implementation of mitigation programs across the Area to address community needs, Bush Fire Management Committee (BFMC) requirements and NSW RFS legislative responsibilities.
4. Drive a high performance and inclusive culture which encourages and values the input of members and is focused on outcomes that meet the needs of the community we serve.
5. Lead and manage the Mitigation Crews within the Area to efficiently and effectively meet mitigation program requirements to reduce community risk.
6. Ensure bush fire hazard complaints across the Area are managed in accordance with NSW RFS legislative and policy requirements.
7. Support, monitor and report on the implementation of hazard reduction programs across the Area.
8. Coordinate the applications for grants and mitigation funds across the Area.
9. Oversee and coordinate the management of Work, Health & Safety requirements of the Mitigation Crews in the Area.
10. Embed a purpose-driven culture and effective people management practices to drive member engagement and service delivery to the community.
11. Lead a proactive approach to the continuous improvement of work health and safety, ensuring safe systems of work and management commitment to member wellbeing.
12. Lead and cultivate collaborative working relationships to deliver the best organisational and community outcomes.

## **Essential Requirements**

- An Advanced Diploma in a relevant discipline or equivalent expertise.
- Experience in undertaking incident management, risk management and fire behaviour.
- Multiagency Operational Management experience.
- Relevant incident management qualifications.
- An appreciation and understanding of the issues that affect a volunteer organisation and the complexities that surround volunteer management.
- A current Driver Licence and the willingness and ability to travel regularly.

- During periods of heightened operational activity, the incumbent will be required to support operational management activities consistent with their skills and background.
- May be required to participate on an after-hours and/or on call roster.

## Key Knowledge and Experience

- Genuine appreciation and understanding of a volunteer-based community service.

## Role Dimensions

### Decision Making

- The role operates with a degree of independence. The incumbent is required to propose solutions to issues, provide strategic advice and prepare reports/submissions.
- The incumbent seeks guidance and direction about matters that may cross relevant boundaries and may attract attention from the NSW RFS Executive or external stakeholders.
- The incumbent is expected to comply with all legislative and NSW RFS Policy requirements.
- The incumbent is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

### Reporting Line

The role reports to the Area Commander.

### Direct Reports

The role has reports as defined by the relevant Area Commander or Director.

### Budget/Expenditure

The role has financial delegation in accordance with RFS policy.

### Key Relationships – Internal

Who	Why
<ul style="list-style-type: none"> <li>➤ Area Commander and Director</li> </ul>	<ul style="list-style-type: none"> <li>➤ Receive and clarify guidance on progress against work plans.</li> <li>➤ Escalate issues, keep informed, advise, receive guidance and instructions.</li> </ul>
<ul style="list-style-type: none"> <li>➤ Area Managers, Other Directors and Manager</li> </ul>	<ul style="list-style-type: none"> <li>➤ Develop and maintain effective working relationships to support members and the community.</li> <li>➤ Monitor, address and/or escalate requests and provide services.</li> <li>➤ Manage the flow of information, seek clarification and provide advice and responses.</li> <li>➤ Engage, consult and gain support for projects that may have a significant impact on the NSW RFS membership.</li> </ul>
<ul style="list-style-type: none"> <li>➤ Members</li> </ul>	<ul style="list-style-type: none"> <li>➤ Communicate with NSW RFS members at all levels to provide support and advice if required.</li> </ul>
<ul style="list-style-type: none"> <li>➤ Internal Committees</li> </ul>	<ul style="list-style-type: none"> <li>➤ Chair or participate as a member on internal committees and working groups as required.</li> </ul>






Who	Why
<ul style="list-style-type: none"> <li>Work team</li> </ul>	<ul style="list-style-type: none"> <li>Support team, delegate tasks, and work collaboratively to contribute to achieving the team's outcomes.</li> </ul>

### Key Relationships – External

Who	Why
<ul style="list-style-type: none"> <li>Other Government Departments/Cluster and Emergency Services Agencies</li> </ul>	<ul style="list-style-type: none"> <li>Communicate with other government agencies and relevant organisations as necessary.</li> <li>Exchange of relevant information.</li> <li>Collaborate and participate on inter-agency work-groups, committees and projects.</li> </ul>

### 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
	<b>Display Resilience and Courage</b>	<b>Advanced</b>
	Act with Integrity	Adept
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Adept
	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
	Deliver Results	Intermediate
	<b>Plan and Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Advanced</b>
	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>
	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	<b>Optimise Business Outcomes</b>	<b>Adept</b>
	Manage Reform and Change	Intermediate