Role Description
Operational Improvement Officer

Cluster	Stronger Communities
Agency	NSW State Emergency Service
Division/Branch/Unit	Operational Capability and Training
Location	State Headquarters/Zones
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	21111
Role Number	52015682
PCAT Code	3226165
Date of Approval	June 2022
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 Operational Improvement Officer is responsible for researching, collating and analysing data to ensure relevant, quality information is made available to support informed decision-making and organisational learning within NSW SES.

Key accountabilities

- Gather, review and synthesise data, monitor issues, identify trends, and contribute to reports and projects focussed on identifying lessons that will lead to operational improvement and support informed decision making
- Collect and collate reviews and studies conducted by other organisations to identify lessons and research outcomes that are relevant to NSW SES

- Lead the monitoring and reporting on the implementation of recommendations that lead to operational improvement, including maintaining databases to ensure accuracy, currency and integrity of data and enable reporting
- Coordinate, and assist with facilitation of, workshops and meetings to ensure that stakeholders are engaged and appropriate data is gathered
- Develop and maintain effective relationships with internal and external stakeholders and research bodies to build a lessons culture within NSW SES and ensure business plan initiatives are met
- Contribute to development of business systems to enable tracking, reporting and delivery of outcomes
- Prepare and maintain a range of reports and documents including status reports and products to communicate outcomes from lessons processes and research
- Undertake operational roles within Incident Management Teams and/or State Command Centre

Key challenges
- Conducting analysis and research in subject matters where existing data may be limited, and it is necessary to use initiative and problem solving skills
- Organising and completing work, with close attention to accuracy, detail and quality deliverables in a high volume, highly-responsive work environment with multiple, concurrent tasks and projects
- Balancing essential work priorities with operational activity
- Encouraging a culture of continuous improvement within the operational environment, and gaining stakeholder commitment to completion of operational improvement activities and associated cultural and change management initiatives

Key relationships

Who	Why
Internal	
Manager Operational Improvement and Lessons	- Receive guidance and direction regarding direction and priorities - Provide information and/or progress reports on the delivery of work projects - Receive feedback regarding performance and respond in a thoughtful and considered way
NSW SES staff and volunteers	- Lead and facilitate productive discussions to share information and understanding of recent incidents and activities - Work with stakeholders to ensure operational improvement items are actioned and reported on
External	
Lessons management and research practitioners across the emergency services sector and in other organisations	Develop and maintain effective working relationships to ensure exchange of information and to gather relevant up to date lessons and research findings

Role dimensions

Decision making
The Operational Improvement Officer collaborates with the role supervisor to determine review, analysis and research subjects and prioritisation of projects and exercises independence in setting short-term goals and priorities. The role holder will produce presentations, reports, evaluations and recommendations, articles and correspondence; informing the content of advice and information provided to the role supervisor. The role will refer the following matters to the role supervisor: decisions that will substantially alter policy, strategies and programs; major policy issues or conflicts; issues requiring a higher delegated authority (ie travel/expenditure approval, development of recommendations for operational improvement).

Reporting line
The role reports directly to the Manager Operational Improvement and Lessons

Direct reports
Nil

Budget/Expenditure
Nil

Essential requirements
- Relevant experience that demonstrates a sound understanding of the principles of evidence-based decision making and operational improvement
- Sound written and oral communication skills
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months
- Ability and willingness 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 roster.

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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	Intermediate
	Act with Integrity	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	Foundational
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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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 Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly
Relationships Work Collaboratively	Adept	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
Results Deliver Results	Intermediate	• 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

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Results Think and Solve Problems	Adept	• 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
Business Enablers Technology	Intermediate	• 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

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