PROJECT MANAGER

ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate | Business Unit	Technology Finance & Legal | Operational Platforms
Role Number	52017521
Grade	RFS Level 10/11
ANZSCO Code | PCAT Code	TBC | TBC
Date of Approval	9 October 2024
Role Description Reference No.	RD1101
Website	www.rfs.nsw.gov.au

About Us

The Rural Fire Service (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 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 firefighting across the State. The agency also operates under the *State Emergency and Rescue Management Act 1989*. For over 100 years the 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 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 RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Role Purpose

The role manages the planning and implementation of Operational Platform projects in line with RFS project management methodology and contributes to attainment of RFS ICT project objectives.

Key Accountabilities

1. Manage projects and ensure that appropriate methods and tools for planning, development, and testing are applied ensuring outcomes are achieved within established timeframes.
2. Provide a range of complex analysis, advice, facilitation, process development and review, while considering a diverse range of viewpoints, to inform decision making associated with Project Management and reporting obligations.
3. Lead and participate in stakeholder management activities associated with ICT projects to ensure stakeholders are kept up to date and engaged, and positive contributions to project outcomes are achieved.
4. Manage risks and ensure that appropriate risk treatments, processes and reporting frameworks are developed to mitigate these effects.
5. Manage change control processes to ensure that stakeholders are provided with systems of significant benefits.
6. Review requirements and define test conditions to enable recording and reporting to be carried out.
7. Develop and maintain ICT Policies to ensure an alignment with RFS Corporate policies and NSW Government requirements.
8. Partner with selected vendor(s) to deliver against the approved Statement of Works (SOW) and/or contracts.

Essential Requirements

– An Advanced Diploma in a relevant discipline (e.g. Project Management) or equivalent expertise.

– Prince2 Practitioner Qualification.

– A Driver Licence and the ability and willingness to travel.

– Required to participate on an after-hours and/or on call roster.

– During periods of major fire activity, the incumbent may be required to support operational management activities consistent with their skills and background.

Key Knowledge and Experience

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

Role Dimensions

Decision Making

– The incumbent is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

– The role routinely makes their own decisions concerning assigned work and related matters, operating within standards, policies, procedures and relevant legislation.

– The role seeks advice about matters that may be outside the scope of their normal activities or that might attract significant criticism or concern.

Reporting Line

The role reports to the Manager Operational Platforms.

Direct Reports

Nil.

Budget/Expenditure

Nil.

Key Relationships – Internal

Who	Why
Manager	– Work in close collaboration to ensure the seamless delivery of services.
Team	– Provide professional guidance and development to build capability and ensure consistent quality and accessible service provision.
Executive, Managers and Supervisors	– Maintain an inter-unit 'teams based' approach that builds capacity and has a focus on the provision of quality services.
All RFS Members	– Develop and maintain effective working relationships and open channels of communication across the agency to effectively contribute to better outcomes for our members and the community. – Resolve issues and provide solutions to problems. – Provide strategic advice for business improvement. – Provide technological advice to improve day to day business performance. – Provide technical and/or hardware support services. – Ensure compliance with agency and sector rules and standards.

Key Relationships – External

Who	Why
Other Government Departments and Emergency Services Agencies	– Work collaboratively to develop and communicate relevant research and practice outcomes.
Supplier	– Escalate issues to address current and potential problems. – Investigate issues to ensure successful delivery of products and services. – Broker information source III, quality of services and currency of information. – Evaluate options for solutions and services. – Incorporate external requirements and features in solution designs.
Vendor Management	– Liaise with vendors to deliver against contracts.

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

This role also utilises an occupation-specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at https://sfia-online.org/en/sfia-8/all-skills-a-z

Occupation / profession-specific capabilities		
Capability Set	**Category and Sub-category**	**Level and Code**
Version 8	Strategy and Architecture – Advice & Guidance – Methods and Tools	METL Level 5
	Change and Transformation – Change Implementation – Project Management	PRMG Level 6
	Change and Transformation – Change Planning – Organisational Change Management	CIPM Level 5

Occupation-specific capability set (Skills Framework for the Information Age – SFIA 8)		
Sub-category	**Level and Code**	**Level Descriptions**
Methods and Tools	METL Level 5	• Provides advice, guidance and expertise to promote adoption of methods and tools and adherence to policies and standards. • Evaluates and selects appropriate methods and tools in line with agreed policies and standards. Contributes to organisational policies, standards, and guidelines for methods and tools. • Implements methods and tools at programme, project and team levels including selection and tailoring in line with agreed standards. • Manages reviews of the benefits and value of methods and tools. Identifies and recommends improvements.
Project Management	PRMG Level 6	• Takes full responsibility for the definition, documentation and successful completion of complex projects. • Adopts and adapts project management methods and tools. Ensures that effective project monitoring and control processes, change control, risk management and quality processes are employed and maintained. • Monitors and controls resources, revenue and capital expenditures against the project budget. • Manages the expectations of key project stakeholders.

Occupation-specific capability set (Skills Framework for the Information Age – SFIA 8)		
Sub-category	Level and Code	Level Descriptions
Organisational Change Management	CIPM Level 5	• Develops the change management approach and a change management plan in collaboration with sponsors, users and project teams. • Creates and implements action plans to ensure everything is ready for the change before going live. Acquires change management resources and develops their capabilities to deliver the required changes. • Gathers feedback to allow timely improvements to the change management plan and approach. Assesses risks and takes preventative action. • Develops and communicates tailored change management plans for senior stakeholder groups. Provides guidance and makes suggestions to support change sponsors.

For further information regarding this role description, please contact the Recruitment Team or email Recruitment@rfs.nsw.gov.au.