

Role Description

Staff Officer



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Various
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	521111
Role Number	Various
PCAT Code	1131592
Date of Approval	31 May 2018
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 Staff Officer provides a range of executive and project support services, including managing complex and/or sensitive issues, fostering key stakeholder relationships, and coordinating and tracking projects/tasks to support the Senior Executive/s achievement of organisational objectives.

Key accountabilities

- Act as the Director's point of contact, analyse and assess requests to prioritise matters, and initiate action exercising discretion and maintaining confidentiality
- Prepare, coordinate and review high level communication including submissions, briefing notes and correspondence, to respond to issues and enquiries

- Research, analyse, collate and coordinate reports, advice and briefings on complex and/or sensitive policy, projects and operational matters to support informed decision making and planning
- Prepare and maintain project documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of project outcomes
- Communicate with key stakeholders and coordinate consultation to facilitate exchange of information and support project/task completion in line with agreed timeframes and/or project plans
- Source, collate and compile information and data, to track and report on progress against established milestones and deliverables
- Contribute to a cohesive team environment by maintaining a co-operative and professional working relationship with other team members and cross functional areas
- Monitor, implement and evaluate administrative practices, systems and procedures within the directorate to optimise efficiency and support the delivery of quality outcomes

Key challenges

- Managing competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion
- Exercising judgement, analysing and interpreting complex information, identifying the essence of a matter, evaluating impacts and determining responses

Key relationships

Who	Why
Internal	
Director	<ul style="list-style-type: none"> • Participate in discussions and decisions; escalate issues and propose solution/s; receive guidance and provide regular updates on key projects, issues and priorities • Identify emerging issues/risks and their implications • Report on progress towards business objectives
Chief of Staff	<ul style="list-style-type: none"> • Manage the flow of information, seek clarification, escalate sensitive issues and propose solutions
Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication • Manage the flow of information, seek clarification and provide advice and responses • Receive guidance and provide regular updates on projects, issues and priorities
Staff Officers	<ul style="list-style-type: none"> • Work collaboratively with Staff Officers as a matrix aligned team across the organisation • Identify and manage interdependencies across directorates
Executive Support Officers and Assistants	<ul style="list-style-type: none"> • Manage the Director's schedule and meetings to facilitate the effective management and optimal use of the Director's time • Work collaboratively to achieve organisational outcomes.

Who	Why
External	
Stakeholders	<ul style="list-style-type: none"> Provide sound and reliable advice; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes

Role dimensions

Decision making

The role;

- Exercises considerable autonomy, judgement and initiative in resolving day-to-day issues that arise from service provision to the Director and stakeholders;
- Seeks input of others to find and recommend appropriate solutions, considering impacts and risks;
- Determines priorities to ensure a consistent workflow is achieved and deadlines are met;
- Defers and escalates decisions to the Director including approval for change, assignment of tasks within directorate, budget expenses, and major decisions related to projects and operations.

Reporting line

The role reports directly to the Director

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Relevant tertiary qualification(s) and/or related experience
- Demonstrated experience in executive support and/or project management
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months.

You may 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 roster.





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

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 Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Act professionally and support a culture of integrity Identify and explain ethical issues and set an example for others to follow Ensure that others are aware of and understand the legislation and policy framework within which they operate Act to prevent and report misconduct and illegal and inappropriate behaviour
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • 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
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments
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
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects