

Role Description

Fleet Manager



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Strategic Capability/ Fleet Management/ Fleet Maintenance
Classification/Grade/Band	Clerk Grade 11/12
Kind of Employment	Ongoing
Role Number	52014927
ANZSCO Code	149411
PCAT Code	1222192
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

Provide strategic overview and planning in support of the maintenance and technical requirements of a highly specialised fire fighting vehicle fleet.

Key accountabilities

- Manage specialised teams in the provision of servicing, workshop maintenance and technical planning
- Research new initiatives and innovative methods and identify their application and ability against current and future maintenance requirements
- Ensure and oversee the cyclical auditing of servicing schedules
- Manage maintenance schedule and budgets and provide monthly schedule and budget reports
- Ensure scheduled, midlife and statutory maintenance is undertaken in accordance with the Fleet Total Asset Management Plan. Manage the provision of reporting systems to capture common faults and other issues which require strategic solutions
- Contribute to and lead specialised projects in the provision of a logistical support service
- Manage the provision of training programs for maintenance and technical staff
- Manage the provision of all accident, mechanical, electrical and body work repairs in and out of hours
- Provide advice on technical issues and variations and the impact on cost, key deliverables and project completion
- Manage the provision of contractors and necessary specialised mechanical and technical skills
- Manage Risk Assessment and the requirement for Work Method Statements

Key challenges

- Managing the broad maintenance and technical requirements of a diverse fleet and matching these against FRNSW requirements
- Remain up to date on a diverse range of topic areas; and identifying the links and synergies

Key relationships

Who	Why
Internal	
Director and Logistics management team	<ul style="list-style-type: none">• Provide high quality advice and reports identifying new initiatives and future maintenance and technical issues•
Maintenance and Technical Support Teams	<ul style="list-style-type: none">• Provide high quality management and a strategic overview of integrated issues
External	
Industry stakeholders	<ul style="list-style-type: none">• Develop and maintain cooperative, productive and professional working relationships with key stakeholders to ensure compliance industry standards and certification are being met
Contractors and suppliers of services to FRNSW	<ul style="list-style-type: none">• Manage relationships ensuring mechanical and technical components are readily available and within budget

Role dimensions

Decision making

- Sets maintenance and technical priorities and deadlines within Directorate and corporate requirements and negotiates the priorities of others to achieve outcomes and results
- Evaluate and make recommendations on the effectiveness of maintenance and technical support provided for the FRNSW fleet

Reporting line: Director Fleet

Direct reports: Two (2)

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Sound management ability and extensive experience in the provision of a highly technical and complex fleet service.
2. Ability to manage schedules/timeframes and budgets in a maintenance environment

Essential requirements

1. Tertiary qualifications in a relevant mechanical/technical field.
2. HR drivers licence

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Model the highest standards of ethical behaviour and reinforce them in others Represent the organisation in an honest, ethical and professional way and set an example for others to follow Ensure that others have a working understanding of the legislation and policy framework within which they operate Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act on reported breaches of rules, policies and guidelines 	Advanced
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Maintain a high level of personal motivation Take the initiative and act in a decisive way 	Advanced
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats 	Advanced
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict 	Adept






FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
	Think and Solve Problems	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis 	Advanced
	Think, analyse and consider the broader context to develop practical solutions		
	Technology	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation 	Adept
	Understand and use available technologies to maximise efficiencies and effectiveness		
	Manage and Develop People	<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcomes Negotiate clear performance standards and monitor progress Develop team/unit plans that take into account team capability, strengths and opportunities for development Provide regular constructive feedback to build on strengths and achieve results Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way Monitor and report on performance of team in line with established performance development frameworks 	Adept
	Engage and motivate staff, and develop capability and potential in others		

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	Advanced
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Advanced
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept