



## ROLE DESCRIPTION GENERAL HAND (WAREHOUSE)

Cluster	Stronger Communities
Directorate / Business Unit	Preparedness and Capability   Logistics & Equipment
Role Number	52017501 & 52017502
Grade	RFS Level 1/2
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	10 February 2022
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.

### Role Purpose

The role provides a range of administrative and operational support services within the NSW RFS State Warehouse. The role assists with order management including goods receipting, order dispatch, stocktaking and audit functions. The role works with a range of stakeholders to ensure warehouse activities are completed accurately and in a timely manner.

### Key Accountabilities

1. Assist with warehouse order preparation, including pick and pack slips and packing orders ready for courier dispatch.
2. Monitor and assist in maintaining database stock level (SAP) ensuring timely data entry and reporting as required.

3. Assist with vehicle loading and unloading requirements, ensuring adherence to safe manual handling policies and practices.
4. Assist with stock replenishment activities and receipt of goods and services in line with NSW RFS policies and procedures, ensuring supply and regulatory compliance is met.
5. Liaise with stakeholders, respond to incoming enquiries and provide accurate information in an efficient and professional manner.
6. Assist with maintaining a safe workplace and reporting issues/incidents to the Warehouse Coordinator as they arise.
7. Other related duties of the role, within the capabilities of the General Hand, as directed by the Warehouse Coordinator.

### Essential Requirements

- Current driver licence and the ability to travel.
- Current forklift licence or willingness to obtain.
- Ability to participate proactively in managing workplace health and safety.
- An understanding of safe operation of plant and equipment and working at heights.
- Physical ability to perform manual tasks within a warehouse environment.
- During periods of major fire activity, the incumbent may be required to support operational management activities consistent with their skill set.

### 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.
- Routinely makes their own decisions concerning assigned work and related matters, operating within standards, policies, procedures and relevant legislation.
- The incumbent 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 Warehouse Coordinator.

#### Direct Reports

Nil.

#### Budget/Expenditure

Nil.

#### Key Relationships – Internal

Who	Why
➤ Manager	➤ Work in close collaboration to ensure the seamless delivery of services.





Who	Why
<ul style="list-style-type: none"> <li>› Team</li> </ul>	<ul style="list-style-type: none"> <li>› Provide professional guidance and development to build capability and ensure consistent quality and accessible service provision.</li> </ul>
<ul style="list-style-type: none"> <li>› Executive, Managers and Supervisors</li> </ul>	<ul style="list-style-type: none"> <li>› Maintain an inter-unit 'teams based' approach that builds capacity and has a focus on the provision of quality services.</li> </ul>
<ul style="list-style-type: none"> <li>› NSW RFS Members</li> </ul>	<ul style="list-style-type: none"> <li>› 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.</li> </ul>

### Key Relationships – External

Who	Why
<ul style="list-style-type: none"> <li>› Other emergency services groups and professional bodies</li> </ul>	<ul style="list-style-type: none"> <li>› Work collaboratively to develop and communicate relevant research and practice outcomes.</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
 Personal Attributes	Display Resilience and Courage	Foundational
	<b>Act with Integrity</b>	<b>Foundational</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	<b>Work Collaboratively</b>	<b>Foundational</b>
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Foundational</b>
	<b>Plan and Prioritise</b>	<b>Foundational</b>
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Project Management	Foundational
	Procurement and Contract Management	Foundational
	<b>Technology</b>	<b>Foundational</b>