

Role Description

Support Officer (RFS 1/2)



Cluster	Stronger Communities
Agency	NSW Rural Fire Service
Directorate	Operations
Location	Various
Grade	RFS 1/2
Role number	Various
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	16 July 2019
Agency Website	https://www.rfs.nsw.gov.au/

Agency overview

The NSW Rural Fire Service (NSW RFS) is established under the Rural Fires Act 1997 as the lead combat agency for bush fires in NSW. 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. The agency strives to provide a world standard of excellence in the provision of a community based fire and emergency service through training, community education, prevention and operational capability.

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.

Primary purpose of the role

The role provides support services in both an administrative and operational capacity so that activities are carried out within procedures and in a timely manner.

Key accountabilities

1. Provide a range of administrative and operational support to ensure quality of services provided is maintained at an appropriate standard and improvements are undertaken when needed.
2. Prepare routine advice, maintenance of spreadsheets and extraction of information from internal systems to support the smooth running of activities across the unit.
3. Respond to incoming enquiries, providing information and referring enquiries in an effective and responsive manner.
4. Maintain relevant qualifications and undertake training to meet organisational requirements.
5. Maintain and update all incident information in the operational systems; continually monitor progress, support and liaise with operational staff until incident completion.

6. Complete the above activities in accordance with the relevant personal work plan and acquire and maintain competencies outlined within prescribed professional development plan.

Key challenges

- Support with achieving hazard reduction works and specialist operational support often in an environment of competing demands.
- Operating in an environment that may call for flexible approaches to workload, working with others and taking on tasks at short notice.
- Keeping up to date with policy and procedures to ensure operations are conducted in an efficient, effective and safe manner.

Key relationships

Who	Why
Internal	
Manager/Supervisor	Escalation of issues and keep informed about the status of work duties.
Work team	Support the Field Assistants and work collaboratively to contribute to achieving business outcomes.
Members (volunteer and staff)	The incumbent communicates with NSW RFS members providing relevant information. Provide assistance to members of the NSW RFS.

Role dimensions

Decision making

The incumbent may suggest courses of action to the Manager/Supervisor and associated staff, or may advise them of the known implications or issues surrounding various options being considered by them.

The incumbent seeks guidance or direction from the supervisor about issues or information, or matters which may impact on areas beyond their own area of responsibility.

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

Reporting line

The role reports to the relevant Manager.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

- May be required to participate on an after hours and/or on call roster.
- Good general health and fitness confirmed by a medical examination.
- Current NSW RFS Bush Firefighter (BF) certification (PUAFIR215 Prevent Injury; PUAFIR204B Respond to wildfire; PUAOPE013A Operate communications systems and equipment; PUATEA001B Work in a team; PUAEQU001B Prepare, maintain and test response equipment) or its equivalent.
- A current First Aid Certificate (HLTAID003 Provide first aid) or its equivalent.
- A current MR driver's licence and the ability to travel.
- Understanding of Work Health & Safety principles in relation to the use of plant, equipment and height safety issues and exercise appropriate duties and obligations under the *Work, Health and Safety Act 2011* and associated legislation.
- During periods of heightened operational activity, the incumbent may be required to support operational management activities consistent with their skills and background.




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


This role also utilises an occupation specific capability set.

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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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	Foundational	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate behaviour Report apparent conflicts of interest
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> Understand the importance of customer service Help customers understand the services that are available Take responsibility for delivering services which meet customer requirements Keep customers informed of progress and seek feedback to ensure their needs are met Show respect, courtesy and fairness when interacting with customers
Relationships Work Collaboratively	Foundational	<ul style="list-style-type: none"> Work as a supportive and co-operative team member, share information and acknowledge others' efforts Respond to others who need clarification or guidance on the job Step in to help others when workloads are high Keep team and supervisor informed of work tasks
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Complete own work tasks under guidance, within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks Seek clarification when unsure of work tasks
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> Display familiarity and confidence in the use of core office software applications or other technology used in role Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Understand information, communication and document control policies and systems, and security protocols• Comply with policies on acceptable use of technology