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| **Cluster** | Stronger Communities |
| **Agency** | NSW Rural Fire Service |
| **Directorate/Section** | Infrastructure Services/ ICT |
| **Location** | Sydney Olympic Park  |
| **Grade** | RFS 10/11 |
| **Role number** | TBC |
| **ANZSCO Code** | TBC |
| **PCAT Code** | TBC |
| **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 leads regionally based support services for ICT infrastructure, operational communications and NSW RFS enterprise and spatial systems. This support includes the delivery of training and educational programs for enterprise and spatial systems, identifies areas for continuous improvements and sets telecommunication standards and procedures for NSW RFS systems, fleet and facilities.

# Key accountabilities

1. Lead the efforts of others in the achievement of strategic and operational objectives of the organisation, providing guidance and direction to a regionally based teams and accept responsibility for work carried out individually and collectively.
2. Set strategy, goals and metrics for regionally based support services, field repair, maintenance and educational training by managing and driving high level service delivery to sustain field operations.
3. Lead team members and provide support acting as an escalation point, ensuring ICT infrastructure and operational communication systems are implemented appropriately and utilised effectively.
4. Oversee the audit and manage the remediation of outcomes for various ICT infrastructure and operational communication systems, supplier and contractor activities ensuring all works are undertaken in accordance with requirements, polices, guidelines and standards.
5. Lead the development of and ensure detailed technical and tender specifications in relation to ICT infrastructure and operational communication system devices within NSW RFS fleet and facilities, meet defined enterprise architecture.
6. Proactively liaise and coordinate with other Emergency Service agencies and key Government authorities to maintain the NSW RFS as a key stakeholder and contributor in ongoing projects and objectives. Enhance and foster relationships to identify emerging opportunities for collaboration in the delivery of innovative solutions and systems.
7. Oversee the coordination and delivery of training of NSW RFS members to develop and maintain the use of enterprise and spatial application systems, identifying areas for continuous improvement.
8. Oversee the development of the organisations architecture for telecommunications, audio visual and other specialty technology solutions in alignment with organisational strategic outcomes.

Key challenges

* Building and maintaining effective relationships to support the organisational needs both internally and externally with Emergency Service agencies and key Government authorities, industry bodies and suppliers.
* Providing direction across a geographically dispersed team, managing competing requirements of multiple stakeholders to achieve a satisfactory outcome in an environment with complex multi-tenanted networks and ICT systems with conflicting operational priorities.
* Keeping up to date with current legislation, standards and best practices associated with telecommunication and remain current with software, technologies, trends/issues, standards, methodologies and practices within the spatial information and ICT industries to ensure quality of support service provided.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Manager / Director | * Provide timely and transparent reports and obtain guidance regarding building activities.
* Provide support in regard to matters related to the work of the unit and keep appraised of the status of assigned work and activities.
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| Category Managers | * Support and build technical capability of Category Managers across the NSW RFS.
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| Work team | * Inspire and motivate team, provide direction, advice and manage performance.
* Guide, support, coach, and mentor team members.
* Review the work and proposals of team members.
* Encourage team to work collaboratively to contribute to achieving team’s business outcomes.
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| Internal committees | * Participate as a member on a number of internal committees which vary from time to time.
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| **External** |  |
| Industry leaders, other Government Agencies & Emergency Services | * Participate in forums, groups to represent agency and share information.
* Participate in discussions regarding innovation and best practice.
* Participate in cross agency support programs and collaborative initiatives.
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| External Committees | * Participate as a member on a number of external committees which may vary from time to time.
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| Contract partners, vendors and suppliers | * Develop supply relationships.
* Broker contract term changes.
* Receive and provide terms and conditions of business.
* Escalate issues to address current and potential problems.
* Review Service Level Agreements and key performance indicators.
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| Regulators/ Industry bodies/ suppliers and subcontractors | * To escalate issues, resolve issues and achieve value for money outcomes so that the NSW RFS is well equipped with resources.
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# 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. The role seeks guidance from the Manager about matters that will require major policy changes.

The role is expected to adhere to government policies and guidelines as well as ICT standards and industry best practice.

## Reporting line

The role reports to the Manager IT Operations and Communications.

## Direct reports

The role has 9 direct reports.

## Budget/Expenditure

Nil.

Essential requirements

* An Advanced Diploma in a relevant discipline or equivalent relevant expertise.
* Current drivers licence, ability and willingness to travel.
* Required to participate on an after-hours and/or on call roster.
* Ability and willingness to complete operational training to a supervisory level for field operations.
* During periods of major fire 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](http://www.psc.nsw.gov.au/capabilityframework)

This role also utilises an [occupation specific capability set](http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/occupation-specific/occupation-specific).

## 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** |
|  | Display Resilience and Courage | Intermediate |
| Act with Integrity | Intermediate |
| **Manage Self** | **Adept** |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Intermediate** |
| Commit to Customer Service | Intermediate |
| Work Collaboratively | Adept |
| **Influence and Negotiate** | **Adept** |
|  | Deliver Results | Intermediate |
| **Plan and Prioritise** | **Adept** |
| Think and Solve Problems | Adept |
| Demonstrate Accountability | Adept |
|  | Finance | Adept |
| **Technology** | **Advanced** |
| **Procurement and Contract Management** | **Adept** |
| Project Management | Adept |
|  | Manage and Develop People | Intermediate |
| Inspire Direction and Purpose | Intermediate |
| **Optimise Business Outcomes** | **Adept** |
| Manage Reform and Change | Intermediate |

| Occupation / profession specific capabilities |
| --- |
| **Capability Set** | **Category and Sub-category** | **Level and Code** |
|  | **Delivery and Operation - Service Operation****Incident Management**  |  **5 (USUP)** |
| **Delivery and Operation - Service Operation** **IT Infrastructure**  | **4 (ITOP)** |
| Relationship and Engagement – Stakeholder ManagementRelationship Management  | 6 (RMLT) |
| Strategy and Architecture – Information StrategyStrategic Planning  | 6 (ITSP) |
|  | **Delivery and Operation – Service Operations****Radio Frequency Engineer** | **6 (RFEN)** |

## 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**Manage Self | Adept | Look for and take advantage of opportunities to learn new skills and develop strengthsShow commitment to achieving challenging goalsExamine and reflect on own performanceSeek and respond positively to constructive feedback and guidanceDemonstrate a high level of personal motivation |
| **Relationships**Communicate Effectively | Intermediate | Focus on key points and speak in ‘Plain English’Clearly explain and present ideas and argumentsListen to others when they are speaking and ask appropriate, respectful questionsMonitor own and others’ non-verbal cues and adapt where necessaryPrepare written material that is well structured and easy to follow by the intended audienceCommunicate routine technical information clearly |
| **Relationships**Influence and Negotiate | Adept | Negotiate from an informed and credible positionLead and facilitate productive discussions with staff and stakeholdersEncourage others to talk, share and debate ideas to achieve a consensusRecognise and explain the need for compromiseInfluence others with a fair and considered approach and sound argumentsShow sensitivity and understanding in resolving conflicts and differencesManage challenging relations with internal and external stakeholdersPre-empt and minimise conflict |
| **Results**Plan and Prioritise | Adept | Take into account future aims and goals of the team/unit and organisation when prioritising own and others’ workInitiate, prioritise, consult on and develop team/unit goals, strategies and plansAnticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responsesEnsure current work plans and activities support and are consistent with organisational change initiativesEvaluate achievements and adjust future plans accordingly |
| **Business Enablers**Technology | Advanced | Show commitment to the use of existing and deployment of appropriate new technologies in the workplaceImplement appropriate controls to ensure compliance with information and communications security and use policiesMaintain a level of currency regarding emerging technologies and how they might be applied to support business outcomesSeek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomesImplement and monitor appropriate records, information and knowledge management systems protocols and policies |
| **Business Enablers**Procurement and Contract Management | Adept | Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract managementDevelop well written, well structured procurement documentation that clearly sets out the business requirementsMonitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effectiveBe aware of procurement and contract management risks, and what actions are expected to mitigate theseEvaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principlesEscalate procurement and contract management issues where required |
| **People Management**Optimise Business Outcomes | Adept | Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectivesAllocate resources to ensure achievement of business outcomes and contribute to wider workforce planningEnsure that team members base their decisions on a sound understanding of business principles applied in a public sector contextMonitor performance against standards and take timely corrective actionsKeep others informed about progress and performance outcomes |

| Occupation specific capability set (Skills Framework for the Information Age – SFIA) |
| --- |
| **Category and** **Sub-category** | **Level and** **Code** | **Level Descriptions** |
| **Delivery and Operation –**Service Operation Incident Management |  **5 (USUP)** | Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. Analyses metrics and reports on performance of incident management process. |
| **Delivery and Operation –** Service Operation IT Infrastructure | **4 (ITOP)** | Provides technical expertise to enable the correct application of operational procedures. Uses infrastructure management tools to determine load and performance statistics. Contributes to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components in virtualised environments. Implements agreed infrastructure changes and maintenance routines. Configures tools to automate the provisioning, testing and deployment of new and changed infrastructure. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers. |
| **Delivery and Operation –** Service OperationsRadio Frequency Engineer | **6 (RFEN)** | Specifies radio frequency equipment performance requirements and sets maintenance policy. |