

# Role Description

## Senior Projects Officer & Technical Advisor



<b>Cluster</b>	Stronger Communities
<b>Agency</b>	Fire and Rescue NSW (FRNSW)
<b>Directorate/Branch/Unit</b>	Business Coordination, Compliance & Reporting/ Fleet Management/ Fleet Projects Unit
<b>Classification/Grade/Band</b>	Clerk Grade 9/10
<b>Role Number</b>	52018923
<b>ANZSCO Code</b>	511112
<b>PCAT Code</b>	3122192
<b>Agency Website</b>	<a href="http://www.fire.nsw.gov.au">www.fire.nsw.gov.au</a>

### 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 support counter terrorism operations and lead urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

### Primary purpose of the role

Provide technical, operational design and regulatory expertise to the Fleet Project Unit for the delivery of the major and minor fleet capital program of works in relation to the acquisition of new vehicles, modifications and upgrade of existing vehicles and associated equipment for Fire and Rescue NSW.

Manage allocated projects for the acquisition and/or modification of firefighting vehicles, including the management of project-based teams and coordination of resources

### Key accountabilities

- Provide expert technical, operational design and regulatory advice to the Fleet Project Team and FRNSW Fleet suppliers to inform builds within major and minor fleet program.
- Evaluate project performance against key objectives and provide detailed analysis to Fleet Project Team Manager
- Prepare a range of program related documents including specifications, reports, technical advice, and respond to technical queries from the Fleet Project team and FRNSW suppliers.
- Produce Fleet procurement technical specifications which meet the requirements for sign off
- Conduct research, analyse issues and make recommendations to the Fleet Projects Team to inform decision making, development of policies, strategies, standards, and guidance documents.
- Monitor reform, changes to policy and initiatives and make recommendations for action to the Fleet Projects Team Manager to support integration throughout FRNSW
- Contribute to the unit's strategic planning, continuous improvement and change management processes

### Key challenges

- Provide technical, operational design and regulatory guidance to the Fleet Project Team to ensure major and minor fleet vehicles meet the capability requirements of FRNSW operations.
- Coordinate multiple projects with competing priorities, ensuring projects are delivered to specification, on time and within agreed budget.
- Ensuring that projects and programs are executed in line with the agreed FRNSW project approach
- Working with Directorates across FRNSW to provide support and guidance in context to Fleet Management Unit

## Key relationships

Who	Why
<b>Internal</b>	
Fleet and Directorate management team	<ul style="list-style-type: none"> <li>Provision of technical advice and guidance on risks, issues and solutions for critical FRNSW initiatives</li> <li>Ensure the accuracy of project reporting</li> </ul>
Program and project officers	<ul style="list-style-type: none"> <li>Provide high level technical advice and support to the Fleet Project Team, project sponsors and suppliers in undertaking tasks and implementing project plans as required</li> </ul>
FRNSW Managers/FRNSW Staff	<ul style="list-style-type: none"> <li>Develop and maintain cooperative, productive, and professional working relationships to deliver solutions and build support for FRNSW initiatives, identified actions, ensuring the continuous review, identification, and implementation of best practice</li> <li>Utilise effective communication to achieve workable solutions, through engagement with managers and staff and proactively consult and negotiate with project sponsors, managers and staff on technical, operational design issues and regulatory matters.</li> </ul>
<b>External</b>	
Industry stakeholders	<ul style="list-style-type: none"> <li>Develop and maintain cooperative, productive, and professional working relationships with key stakeholders to ensure compliance industry standards and certification are being met</li> </ul>
Contractors of services to FRNSW	<ul style="list-style-type: none"> <li>Manage relationships with contractors and suppliers to assist in ensuring vehicle procurement is in accordance with technical specifications and delivered on time and on budget.</li> </ul>

## Role dimensions

### Decision making

- Sets own priorities and deadlines within agreed limits, statutory timeframes; works with minimal or no supervision on specific tasks, and is expected to provide guidance to others in relation to requests for information and development of specification documents
- Evaluates and make recommendations on technical, operational design and regulatory matters in relation to the major and minor fleet capital program of works in relation to the acquisition of new vehicles, modifications and upgrade of existing vehicles and associated equipment for Fire and Rescue NSW.

**Reporting line:** Fleet Projects Manager

**Direct reports:** Nil

**Budget/Expenditure:** As per FRNSW Delegations Manual

## Key knowledge and experience

- Demonstrated experience in managing multiple projects with competing priorities, ensuring projects are delivered on time, to specification and within budget.
- Extensive experience in technical, operational design and scoping of builds of a wide range of specialist heavy vehicles, fleet and associated plant and equipment, including experience in retrofit/modifications.

## Essential requirements

- Qualifications within the vehicle maintenance/repair industry.
- Hold a valid Heavy Rigid Vehicle driver 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	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Model the highest standards of ethical behaviour and reinforce them in others</li> <li>• Represent the organisation in an honest, ethical and professional way and set an example for others to follow</li> <li>• Ensure that others have a working understanding of the legislation and policy framework within which they operate</li> <li>• Promote a culture of integrity and professionalism within the organisation and in dealings external to government</li> <li>• Monitor ethical practices, standards and systems and reinforce their use</li> <li>• Act on reported breaches of rules, policies and guidelines</li> </ul>	Advanced
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept





## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Results</p>	<p><b>Think and Solve Problems</b></p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
 <p>Business Enablers</p>	<p><b>Technology</b></p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Identify opportunities to use a broad range of technologies to collaborate</li> <li>• Monitor compliance with cyber security and the use of technology policies</li> <li>• Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>• Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	Adept
	<p><b>Project Management</b></p> <p>Understand and apply effective project planning, coordination and control methods</p>	<ul style="list-style-type: none"> <li>• Prepare and review project scope and business cases for projects with multiple interdependencies</li> <li>• Access key subject-matter experts' knowledge to inform project plans and directions</li> <li>• Design and implement effective stakeholder engagement and communications strategies for all project stages</li> <li>• Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning</li> <li>• Develop effective strategies to remedy variances from project plans and minimise impact</li> <li>• Manage transitions between project stages and ensure that changes are consistent with organisational goals</li> <li>• Participate in governance processes such as project steering groups</li> </ul>	Advanced

## 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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	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	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate