

Role Description

Operations Officer



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Metro Operations
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	511112
Role Number	52015659
PCAT Code	1227211
Date of Approval	October 2019
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

The Operations Officer is responsible for developing and implementing procedures to assure the operational readiness of the NSW SES State Operations Centre (SOC). This responsibility extends to the coordination of capability reviews and quality assurance checks and reports across all areas of operational capability to ensure organisational performance meets required/legislated standards for core and support functions.

Key accountabilities

- Identify and develop Standard Operating Procedures (SOPs) which are consistent with all Operations Centres across the state including collaboration with internal stakeholders to deliver these outcomes
- Undertake research and analysis of best practice on the Agency's processes and activities to ensure the Agency's performance meets required standards and legislation and those practices are current

- Perform Operational Readiness checks and coordinate the transition of Expanded Operations and Major Incidents managed by the SOC
- Liaise with internal and external stakeholders including other emergency services agencies to share information on emergency operational capabilities and procedures to ensure the NSW SES is contemporary and are using best practice
- Represent the NSW SES on internal and external committees and liaise with emergency service agencies to promote the Agency's interests and synergies on operation centre and critical incident management issues
- Coordinates weekly and ad hoc audits of the Operations Team to ensure that supporting materials, equipment and procedures are up to date and communicated to the appropriate staff in the SOC
- Provide professional support and assistance to Zones and Units to enhance operation centre management capabilities across NSW
- Assist in the management and preparation of accurate and timely formal correspondence, advice, briefs or reports to advise and/or respond to requests
- Coordination of Assurance Programme for the SOC including State Rescue Board

Key challenges

- Maintaining operational awareness in a high pressure environment, with strong attention to detail and understanding of operational processes and procedures
- Ability to be flexible and adaptable in an environment that can quickly escalate to high level operational activity
- Communicating effectively with a broad range of internal and external stakeholders, often with strict timelines and encouraging their input into project outcomes

Key relationships

Who	Why
Internal	
Manager State Operations	<ul style="list-style-type: none"> • Report on and provide advice on the delivery of project outcomes • Seek guidance and support in daily tasks and priorities
Work team	<ul style="list-style-type: none"> • Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach. • Provide guidance and share information that will improve operational readiness outcomes
Operational Response/Directorates/Zones	<ul style="list-style-type: none"> • Maintain effective working relationships to ensure the Agency is following contemporary emergency procedures • Work in collaboration with members to ensure understanding and direction of project, governance, privacy, member safety and other objectives that align with NSW SES values

External stakeholders

Emergency Service Agencies

- Maintain effective liaison networks to ensure information sharing on operational capability matters

Role dimensions

Decision making

The Operations Officer will have autonomy in determining its daily priorities and content on advices, recommendations, policies, correspondence and briefs with limited direction from the role supervisor. The role will defer decisions to the role supervisor relating to major policy issues or conflicts, decisions that will substantially alter the outcomes or targets of projects, and matters requiring a higher delegation (eg travel/expenditure).

Reporting line

This role reports directly to Manager State Operations

Direct reports

This role has 3 direct reports

Program Support Officer X 2

Administrative Assistant

Budget/Expenditure

Nil

Essential requirements

- Demonstrated knowledge and understanding of emergency management requirements and the NSW State Emergency Service legislated role
- Demonstrated experienced in researching and analysing information and developing procedures in an emergency management environment
- Requirement to work in the State Operations Centre during emergency situations, including outside of normal business hours to actively contribute to NSW SES saving lives and protecting communities
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

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

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	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond appropriately

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • Work through challenges • Remain calm and focused in challenging situations
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others
Results Plan and Prioritise	Adept	<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 diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs
Business Enables Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans