Role Description
Assistant Zone Manager

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Metro Operations/Regional Operations
Location	Zone
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	139999
Role Number	Various
PCAT Code	1321191
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

Lead, command and manage groups of Units clustered into operational areas within the Zone. Manage the day-to-day activities of operational readiness and planning. The role will be responsible for establishing and maintaining key relationships. May act as Operations Commander or may be appointed as an Incident Controller.

Key accountabilities

- Provide leadership, management and direction to groups of Units through Local Commanders to ensure operational readiness and planning with Unit capability to respond to defined roles
- Advise, mentor and support Local Commanders with planning, operations and leadership activities
- Work collaboratively with the Business Service Support Manager to ensure Units are provided with resources, equipment and facilities to enable a high level of readiness and operational capability consistent with defined roles
- Maintaining an awareness of all volunteer related issues across the Zone; including supporting Local Commanders to ensure compliance with NSW SES requirements

- Work collaboratively with the Training Directorate to define Unit training needs for operational management and flood planning
- Ensure systems are in place to regularly and rigorously evaluate operational readiness and capability via exercising
- Develop and maintain Standard Operating Procedures (SOPs) for the Zone; assist Units in the development of SOPs for their operation centres
- Deputise for the Zone Commander and carry out Zone management activities as required

Key challenges

- Build and manage effective working relationships internally across Units in the Zone and the role cohort, as well as externally with Council's, to ensure role deliverables are met

- Dealing with a diverse range of complex and sensitive issues in an environment characterised by conflicting priorities and political and/or social sensitivities

Key relationships

Who	Why
Internal	
Director Metro Operations / Director Regional Operations	- Receive guidance and direction regarding priorities - Provide information and/or analysis regarding Zone issues to inform strategic decision-making
Zone Commanders	- Collaborate, support and provide advice to contribute to decision making - Receive guidance and direction regarding priorities - Provide information and/or analysis regarding Zone issues to inform strategic decision-making - Receive feedback regarding performance and respond in a thoughtful and considered way
Manager Business Services Support	Collaborate, support and provide advice to contribute to decision making
NSW SES Directors/Senior Managers and staff	- Share information and maintain collegiate relationships - Seek guidance regarding the interpretation of policies and procedures - Collaborate to determine operational requirements for specialist and/or significant events
Unit and Local Commanders and volunteers	- Guide, mentor and support to develop capability - Share information and maintain collegiate relationships - Oversee the resolution of issues arising to ensure operational capacity and readiness

I work FOR NSW

External	
Local Government, Non-Government Organisations and elected government officials	• Establish and maintain productive relationships • Promote the role of the NSW SES, its roles, responsibilities and capabilities • Represent the NSW SES on external committees and working parties

Role dimensions

Decision making

The role has autonomy in managing day to day decisions relating to work priorities and workload management, and is accountable for the quality, integrity and accuracy of content of advice provided. The role works collaboratively with the Zone Commander and the Business Service Support Manager.

Decisions referred to the Zone Commander include matters that have a significant organisational or political impact and issues outside of financial delegation.

Reporting line

This role reports directly to the Zone Commander

Direct reports

Nil direct staff reports

Manages 3-7 Volunteer Local Commanders

Budget/Expenditure

Nil

Essential requirements

- Demonstrated experience in the control and management of emergency operations, including the ability to develop and conduct operational training exercises
- Willingness to become a qualified Incident Controller Level 2 within 12 months, with capacity to undertake the Level 3 qualification if required
- Ability to travel, work on-call and out-of-hours as required
- 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

I work FOR NSW

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**	**Adept**
	Act with Integrity	Adept
	Manage Self	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Advanced**
	Influence and Negotiate	Adept
Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	**Adept**
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate
Occupation Specific	Understands flood, storm and tsunami	Intermediate
	Manages/Controls Incidents	**Adept**
	Manages Public Information	Intermediate
	Logistics	Intermediate
	Stakeholder/Relationship Management	Intermediate

I work FOR NSW

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	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations
Personal Attributes Manage Self	Adept	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation
Relationships Communicate Effectively	Adept	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Work Collaboratively	Adept	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work

		• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
Results Think and Solve Problems	Adept	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Intermediate	• 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
People Management Manage and Develop People	Intermediate	• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve

Occupation/profession specific capabilities

Group and Capability	Level	Behavioural Indicators
Manages/Controls Incidents	Adept	• Capacity to perform the role of State Duty Operations Controller responsible for the orchestration of complex multi-agency, sustained and significant campaign style operations across NSW

I work
FOR
NSW

- Establishes a command structure appropriate to the nature and complexity of the task(s) being undertaken by the organization
- Liaise with the Local Emergency Operations Controller (LEOCon) to ensure effective flow of information