



RFS

DEPUTY COMMISSIONER, OPERATIONAL COORDINATION

ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate Business Unit	Operational Coordination
Role Number	52020676
Grade	RFS Level Band 2
OSCA Code PCAT Code	121131 2321192
Date of Approval	16 December 2024
Website	www.rfs.nsw.gov.au

About Us

The Rural Fire Service (RFS) protects the community and our environment by minimising the impact of fire and other emergencies. Our shared vision is to provide a world standard of excellence in the provision of a volunteer-based community fire and emergency service.

The RFS is established under the Rural Fires Act 1997 and is responsible for preventing and suppressing fires in rural fire districts, as well as being the lead agency for bush firefighting across the State. The agency also operates under the *State Emergency and Rescue Management Act 1989*. For over 100 years the 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.

Fighting fires and protecting the community from emergencies is the most visible aspect of the 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 RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Leadership Commitment

- Value and recognise the contribution of our people
- Create an environment where people can be at their best
- Work together to deliver the best community outcomes
- Be responsive and hold ourselves and each other to account
- Appreciate our different backgrounds and experiences make us greater

Role Purpose

Manage and provide strategic oversight of RFS Operational Coordination across Community Resilience, State Operations, Aviation and Logistics to achieve organisational objectives, aligned with government priorities.

Key Accountabilities

1. Develop and implement operational strategies that align with the long-term goals for RFS.
2. Drive the strategic direction for the Operational Coordination group, overseeing operations, aviation resources and specialised operations programs and processes to optimise existing infrastructure and effective deployment of resources.
3. Empower teams including the State Air Desk (SAD), remote area firefighting, Rapid Aerial Response Teams (RART), trail bike operations, rescue and Community First Responders (CFR) services, to achieve a high performance and accountable culture, which encourages and values the input of employees and members focused on supporting the objectives and outcomes for RFS.
4. Oversee the development and implementation of best practice bush fire risk planning and hazard management to minimise the impact of fire on the community.
5. Oversee the development and implementation of contemporary fire intelligence capabilities including fire behaviourist having regard to the Government's Net Zero target.
6. Oversee the provision of integrated dispatch to support the delivery of incident response to fire and other emergencies.
7. Support the Commissioner's responsibilities through S44, S45 and S53 of the RFA, as well as being the lead agency for bush fire under the SERM Act.
8. Oversee the development and delivery of a strategic community engagement and public awareness agenda that is delivered by volunteers and staff, to ensure programs are targeted, measures and enhance community safety outcomes.
9. Champion the values of RFS through targeted community engagement initiatives which support prevention, protection and risk reduction activities in alignment with overall RFS strategies and ensuring legislative compliance.
10. Build and maintain interagency relationships and arrangements to ensure the community is afforded the best possible protection from fire and other emergencies.
11. Embed a strong risk culture in line with the RFS risk management and governance frameworks to ensure risks are identified and mitigated in a timely and effective manner.
12. Lead a proactive approach to the continuous improvement of work health and safety, ensuring safe systems of work and management commitment to member wellbeing.
13. Create an environment which fosters an emphasis on member engagement and community service delivery that enables agile, evidence-based solutions through critical analysis and collaboration across RFS.

Essential Requirements

- Firefighting and emergency management qualifications to enable fulfilment of operational requirement of the role.
- Significant experience in senior leadership and management of high performing teams.
- Graduate certificate or degree in a relevant discipline.
- During periods of major fire activity, the incumbent may be required to support operational management activities consistent with their skills and background.

Key Knowledge and Experience

- Multi agency operational management experience.

- Significant operational experience in firefighting or a related emergency services sector discipline, with at least 5 years in a senior leadership role.
- Comprehensive understanding of bush fire behaviour and legislation associated with bush fire management.
- Proven track record in overseeing complex operations and leading cross-functional teams.
- Genuine appreciation and understanding of a volunteer-based community service.

Role Dimensions

Decision Making

- The role is a Senior executive leader for the whole of agency, accountable for critical and complex decision making related to operations management, strategic management and business management.
- The role makes strategic decisions relating to the operational capabilities and strategies in response to incident activities and operational alert status. These decisions are based on high level analytical and problem-solving skills, concerning incident response and complex multi-agency coordination issues, within rigorous legislative and organisational frameworks.
- 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 has formal, legislative delegations in accordance with RFS Service Standard 1.3.1 Delegations and Authorisations, including some that increase during Section 44 declarations. The role is guided in other decisions by the RFS policy 2.1.1 Administrative Delegations and policy 4.1.1 RFS Financial Delegations.
- This role is required to fulfil statutory obligations under the Rural Fires Act (1997). The role is also a responsible officer as a person conducting business or undertaking (PCBU) in accordance with Workplace Health & Safety (WHS) Act (2011).
- The role is guided in its decision making by the RFS Administrative Delegations (Policy P2.1.1) and RFS Financial Delegations (Policy P4.1.1).

Reporting Line

The role reports to the Commissioner.

Direct Reports

The role has 4 direct reports:

- Director, Community Resilience
- Director, State Operations
- Director, Aviation
- Director, Logistics.

Budget/Expenditure

The role has financial delegations and an assigned budget.

Key Relationships – Internal






Who	Why
Commissioner	<ul style="list-style-type: none"> – Provide authoritative and strategic expert advice across a range of operational functions that influence strategic direction and impact on operational performance objectives.
Director	<ul style="list-style-type: none"> – Provide specialist advice, and work in close collaboration to ensure the seamless delivery of services.
Team	<ul style="list-style-type: none"> – Lead and provide professional guidance and development to build capability and ensure consistent quality and accessible service provision. – Set performance expectations, provide leadership, direction and support.
Executive, Managers and Supervisors	<ul style="list-style-type: none"> – Foster effective working relationships, collaborate and ensure open communication channels
All RFS Members	<ul style="list-style-type: none"> – Develop and maintain effective working relationships and open channels of communication across the agency to effectively contribute to better outcomes for our members and the community.

Key Relationships – External

Who	Why
<p>Key external stakeholders including:</p> <ul style="list-style-type: none"> – Local Government Agencies – Other State Government Agencies (particularly land management agencies e.g. parks, forestry) – Other Emergency Services Agencies – External Committees & Bodies – Media 	<ul style="list-style-type: none"> – Ensure that RFS strategic interests are advanced by maintaining effective, collaborative relationships and partnerships. – Liaise to understand and collaboratively respond to trends and opportunities which impact on emergency services improvement initiatives and other critical priorities. – Develop and maintain effective working relationships and open channels of communication to identify and facilitate opportunities to work collaboratively in consultation and engagement to achieve and influence outcomes.

Capabilities for the Role

The [NSW Public Sector Capability Framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. **Focus capabilities** are considered the most important for effective performance of the role.

Capability Group	Capability Name	Level
 Personal Attributes	<i>Display Resilience and Courage</i>	<i>Highly Advanced</i>
	<i>Act with Integrity</i>	<i>Advanced</i>
	Manage Self	Advanced
	Value Diversity and Inclusion	Advanced
 Relationships	<i>Communicate Effectively</i>	<i>Highly Advanced</i>
	Commit to Customer Service	Advanced
	<i>Work Collaboratively</i>	<i>Highly Advanced</i>
	Influence and Negotiate	Advanced
 Results	<i>Deliver Results</i>	<i>Highly Advanced</i>
	<i>Plan and Prioritise</i>	<i>Highly Advanced</i>
	<i>Think and Solve Problems</i>	<i>Highly Advanced</i>
	<i>Demonstrate Accountability</i>	<i>Advanced</i>
 Business Enablers	Finance	Advanced
	Technology	Advanced
	Procurement and Contract Management	Advanced
	Project Management	Advanced
 People Management	Manage and Develop People	Advanced
	<i>Inspire Direction and Purpose</i>	<i>Advanced</i>
	Optimise Business Outcomes	Advanced
	Manage Reform and Change	Advanced

For further information regarding this role description, please contact the Recruitment Team or email Recruitment@rfs.nsw.gov.au.

