



## ROLE DESCRIPTION

### PEOPLE AND BUSINESS COORDINATOR

|                             |  |
|-----------------------------|--|
| Cluster                     | Stronger Communities                                       |
| Directorate / Business Unit | Field Operations   VARIOUS                                 |
| Role Number                 | VARIOUS  |
| Grade                       | RFS Level 8/9  |
| ANZSCO Code                 | 511112   |
| PCAT Code                   | 1119192  |
| Date of Approval            | 24 MAY 2021  |
| Website                     | <a href="http://www.rfs.nsw.gov.au">www.rfs.nsw.gov.au</a> |

#### About Us

The NSW Rural Fire Service (NSW 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 NSW 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 fire-fighting across the State. 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.

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.

#### 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**

The People and Business Coordinator provides a range of business service functions so that human resources, financial activities and projects/programs are delivered efficiently and effectively to meet business needs.

## **Key Accountabilities**

1. Provide guidance and support to team across the various functional areas of the Directorate to deliverables as set by the Manager.
2. Maintain and monitor records for audit, analysis and decision making of financial matters and provide timely and comprehensive analysis, information and reports on emerging data and trends to inform planning, policy development, including legislative compliance, and risk management across the organisation.
3. Prepare internal communications, presentations, reports, submissions, briefings, and other written material through research and analysis to support business planning, decision-making and issues management.
4. Monitor and coordinate business planning and performance management requirements across the relevant team/section so that agreed practices are in place and corporate reporting activities are completed in a timely manner.
5. Coordinate various human resource and management activities to ensure that the business unit aligns with relevant legislation, policy, timeframes and budget.
6. Liaise with business sections to determine procurement business needs and support the development of Request for Information (RFI), Request for Proposal (RFP), Request for Tender (RFT), and / or Request for Quote (RFQ) to assist in the delivery of professional procurement documentation in line with NSW Procurement objectives.
7. Develop initial project planning and scheduling activities and ensure appropriate project controls (risk, scheduling and budgetary controls) are applied to projects.
8. Mentor staff to undertake changing roles, responsibilities and accountabilities to provide for succession planning within the business area.
9. Embed a purpose-driven culture and effective people management practices to drive member engagement and service delivery to the community.
10. Lead a proactive approach to the continuous improvement of work health and safety, ensuring safe systems of work and management commitment to member wellbeing
11. Lead and cultivate collaborative working relationships to deliver the best organisational and community outcomes.

## **Essential Requirements**

- A Diploma in a relevant discipline, or equivalent expertise.
- A current drivers licence and the ability to travel.
- 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**

- Genuine appreciation and understanding of a volunteer-based community service.

## Role Dimensions

### Decision Making

- 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 is guided in its decision making by the NSW RFS Administrative Delegations (Policy P2.1.1) and NSW RFS Financial Delegations (Policy P4.1.1)

### Reporting Line

The role reports to the relevant Manager/Supervisor

### Direct Reports

The role has direct reports as defined by the relevant Manager/Supervisor

### Budget/Expenditure

The role has financial delegations and an assigned budget.

### Key Relationships – Internal

| Who                                   | Why   |
|---------------------------------------|---|
| ➤ Director                            | ➤ Provide specialist advice, and work in close collaboration to ensure the seamless delivery of services.   |
| ➤ Team                                | <ul style="list-style-type: none"><li>➤ Lead and provide professional guidance and development to build capability and ensure consistent quality and accessible service provision.</li><li>➤ Set performance expectations, provide leadership, direction and support.</li></ul> |
| ➤ Executive, Managers and Supervisors | ➤ Foster effective working relationships, collaborate and create buy-in.  |
| ➤ All NSW RFS Members                 | ➤ 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   |
|--|---|
| ➤ Other Government Departments and Emergency Services Agencies | ➤ Ensure collaboration and cooperation in regards to capabilities and strategies.             |
| ➤ External Committees  | ➤ Participate as a member on a number of external committees that may vary from time to time. |

## 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               |
|--|--|---------------------|
| <br>Personal Attributes | Display Resilience and Courage             | Intermediate        |
|  | <b>Act with Integrity</b>                  | <b>Intermediate</b> |
|  | Manage Self                                | Intermediate        |
|  | Value Diversity                            | Foundational        |
| <br>Relationships       | <b>Communicate Effectively</b>             | <b>Adept</b>        |
|  | Commit to Customer Service                 | Intermediate        |
|  | <b>Work Collaboratively</b>                | <b>Intermediate</b> |
|  | Influence and Negotiate                    | Intermediate        |
| <br>Results            | <b>Deliver Results</b>                     | <b>Adept</b>        |
|  | Plan and Prioritise                        | Intermediate        |
|  | Think and Solve Problems                   | Adept               |
|  | Demonstrate Accountability                 | Adept               |
| <br>Business Enablers | Finance                                    | Intermediate        |
|  | <b>Project Management</b>                  | <b>Intermediate</b> |
|  | <b>Procurement and Contract Management</b> | <b>Intermediate</b> |
|  | Technology                                 | Intermediate        |
| <br>People Management | Manage and Develop People                  | Foundational        |
|  | Inspire Direction and Purpose              | Foundational        |
|  | <b>Optimise Business Outcomes</b>          | <b>Foundational</b> |
|  | Manage Reform and Change                   | Foundational        |