

Role Description



Stores & Logistics Support Officer

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Strategic Capability/Operational Capability/Operational Logistics / Hazmat Logistics
Classification/Grade/Band	Clerk Grade 3/4
Kind of Employment	Ongoing
Role Number	52014801
ANZSCO Code	591115
PCAT Code	1227292
Agency Website	www.fire.nsw.gov.au

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

Primary purpose of the role

Provide a comprehensive receipt, dispatch, and inventory management and delivery service for the Hazardous Materials Response Units of FRNSW.

Key accountabilities

- Responsible for the receipt, storage and delivery of inventory, raising requisitions and purchase orders, utilising the unit's databases, electronic records management and document tracking systems to maintain inventory levels and responding to related enquiries
- Undertake research, to source parts and plan procurement requirements to meet logistic supply demands
- Coordinate and maintain control systems for the repair and ongoing maintenance of items held
- Responsible for the design and layout of inventory, utilising configuration management principles
- Issue equipment from the emergency store by strict adherence to established procedure/policies
- Data enter Materials Safety Data sheets into system. Ensure Materials Safety Data sheets accompany hazardous substances prior to accepting goods
- Report on related inventory data and expenditure as required
- Provide administrative support and services to the Business Unit
- Contribute to the efficient and effective operation of the business unit and assist with projects as required

Key challenges

- Provide support to the business Unit, given competing demands, shifting priorities and workload
- Maintain current knowledge of inventory management systems, computerised applications, changing equipment/parts requirements and policies, relevant legislation and compliance documents and operating procedures
- Maintain the security and safe working environment
- Use judgement to discern problems that require escalation

- Work effectively as team member, requiring an understanding of overall work priorities and a capacity for flexibility to meet a broad range of support tasks

Key relationships

Who	Why
Internal	
Manager Hazmat Logistics/Staff within Unit/Firefighters and technical staff	<ul style="list-style-type: none"> • Provide information in relation to the delivery and/or procurement of Hazmat equipment.
External	
Suppliers, contractors, transport companies and outside service providers	<ul style="list-style-type: none"> • To order parts/equipment and seek industry advice

Role dimensions

Decision making

- Operates with a sizable degree of independence in terms of it often being required to assess urgency and priority of requests
- Manages own workflow and meets regularly with the Inventory & Distribution Manager to plan procurement requirements

Reporting line: Manager Hazmat Logistics

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Demonstrated experience in materials management and inventory management systems
2. Practical knowledge of computerised inventory management systems; and awareness of purchasing procedures

Essential requirements

1. Current driver's and forklift 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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• Support a culture of integrity and professionalism• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct• Recognise and report misconduct and illegal and inappropriate behaviour• Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
	 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts• Respond to others who need clarification or guidance on the job• Step in to help others when workloads are high• Keep the team and supervisor informed of work tasks• Use appropriate approaches, including digital technologies, to share information and collaborate with others
 Results		Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none">• Be proactive in taking responsibility and being accountable for own actions• Understand delegations and act within authority levels• Identify and follow safe work practices, and be vigilant about own and others' application of these practices• Be aware of risks and act on or escalate risks, as appropriate• Use financial and other resources responsibly
	 Business Enablers	Procurement & Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none">• Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing• Conduct delegated purchasing activities in line with procedures• Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements

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	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational