

# Role Description

## Senior Manager Work Health & Safety



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	People and Development
Location	Wollongong
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	132311
Role Number	52016102
PCAT Code	2239145
Date of Approval	15 April 2019
Agency Website	<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>

### Agency overview

Our Mission: NSW SES saving lives and protecting communities.

Our Vision: Be the best volunteer emergency service agency in Australia.

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 Senior Manager, Work Health & Safety is responsible for leading and managing a team of safety professionals to deliver diverse and contemporary approaches and practices to build a mature safety culture and achieve organisational objectives. The role advises the Leadership Team on the appropriate

WHS strategies and initiatives to ensure that the Service provides a safe and healthy working environment for everyone at all of its workplaces and fulfils its responsibilities related to injury management.

## **Key accountabilities**

- Create and promote a safety culture so that all staff, volunteers, and workers are fully aware of their safety responsibilities, the systems and procedures that are in place and that they are properly equipped to carry out their work in a safe manner
- Lead, coach and mentor teams in the development of safety leadership skills and behavioural attributes to drive a resilient culture and continuously achieve better practice safety performance
- Support a proactive risk ownership and management culture that implements solutions to manage WHS risks so far as is reasonably practicable and provide WHS subject matter knowledge to support the analysis of safety reports, audit and inspection findings and strategies to systematise remedial actions for continuous improvement
- Promote the reporting of hazards, incidents, near misses and non-conformances; develop and lead strategies to embed systemic changes into business procedures and processes to strengthen risk control resilience and reduce incident rate and severity
- Develop and implement frameworks, initiatives and processes across the Service which underpin the effective management of incidents or injuries in the workplace and the rehabilitation of injured workers, consistent with agency policy
- Ensure that appropriate governance arrangements and communication processes are in place to inform the Executive, managers, staff and volunteers of obligations and responsibilities under applicable legislation and regulations, and all relevant codes of practice
- Lead, manage and plan to ensure effective and compliant utilisation of assets and resources (includes encouraging and supporting mobility, responsibility for budget/financial performance, and compliance with governance, work health & safety and other requirements)

## **Key challenges**

- Advising on a safe and secure environment in line with legislation, codes, and standards given the objectives of the NSW SES and the unique requirements of its operational environment
- Achieving a balance between the day to day operational compliance and regulatory demands with the need for a more strategic focus on risk identification, mitigation and injury management
- Supporting the development of a common policy platform and practice guidelines across a diversity of workplaces where risk profiles vary significantly

## Key relationships

Who	Why
<b>Internal</b>	
Director People & Development	<ul style="list-style-type: none"> <li>• Provide updates, advice, information and recommendations on WHS matters, programs, projects and priorities</li> <li>• Liaise to obtain strategic direction and guidance on sensitive matters</li> <li>• Manage and escalate issues as appropriate</li> </ul>
Strategic Leadership Team	<ul style="list-style-type: none"> <li>• Maintain effective working relationships to provide timely advice, information and recommendations on WHS matters</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Maintain effective working relationships to ensure collaboration and performance outcomes are achieved</li> <li>• Manage, mentor and coach and determine day to day work priorities</li> </ul>
SES Staff and Members	<ul style="list-style-type: none"> <li>• Provide WHS advice, information and recommendations on policy, process and legislation</li> </ul>
<b>External</b>	
SafeWork NSW	<ul style="list-style-type: none"> <li>• Obtain information, guidance and advice</li> </ul>
Insurers	<ul style="list-style-type: none"> <li>• Managing an effective relationship with the insurer to ensure claims are managed appropriately</li> </ul>
Other Government agencies	<ul style="list-style-type: none"> <li>• Consultation, negotiations and information sharing on WHS programs and initiatives</li> </ul>

## Role dimensions

### Decision making

The role has autonomy in managing the work of the team. The Senior Manager, Work Health & Safety makes decisions on matters under their direct control. The role will lead the development, implementation and review of WHS frameworks and processes. The role has discretion in leading and managing initiatives to deliver safety health and wellbeing services and defers to the Director on more sensitive or complex matters or those with political ramifications.

## Reporting line

This role reports directly to the Director People and Development

## Direct reports

There are 2 direct reports:

Manager Safety Health and Wellbeing

Coordinator Injury Management

## Budget/Expenditure

Salary: TBC

## Essential requirements

- Extensive senior level experience in safety management and culture, and/or the delivery of WHS frameworks, strategies and initiatives, preferably in a geographically dispersed organisation
- 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](http://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
 <p>Personal Attributes</p>	Display Resilience and Courage	Adept
	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Intermediate
	Value Diversity	Intermediate
 <p>Relationships</p>	<b>Communicate Effectively</b>	<b>Advanced</b>
	Commit to Customer Service	Adept
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Adept
 <p>Results</p>	<b>Deliver Results</b>	<b>Advanced</b>
	Plan and Prioritise	Adept
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Adept
 <p>Business Enablers</p>	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>
	<b>Manage and Develop People</b>	<b>Adept</b>
 <p>People Management</p>	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

## 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
<b>Personal Attributes</b> Act with Integrity	Adept	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>• Present with credibility, engage diverse audiences and test levels of understanding</li> <li>• Translate technical and complex information clearly and concisely for diverse audiences</li> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Contribute to and promote information sharing across the organisation</li> <li>• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li> <li>• Explore creative ways to engage diverse audiences and communicate information</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in plain English and in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture that recognises the value of collaboration</li> <li>• Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>• Share lessons learned across teams and units</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>
<b>Results</b> Deliver Results	Advanced	<ul style="list-style-type: none"> <li>• Seek and apply the expertise of key individuals to achieve organisational outcomes</li> <li>• Drive a culture of achievement and acknowledge input from others</li> <li>• Determine how outcomes will be measured and guide others on evaluation methods</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Investigate and create opportunities to enhance the achievement of organisational objectives</li> <li>Make sure others understand that on-time and on-budget results are required and how overall success is defined</li> <li>Control business unit output to ensure government outcomes are achieved within budgets</li> <li>Progress organisational priorities and ensure that resources are acquired and used effectively</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>Identify and consult stakeholders to inform the project strategy</li> <li>Communicate the project's objectives and its expected benefits</li> <li>Monitor the completion of project milestones against goals and take necessary action</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>People Management</b> Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes</li> <li>• Adjust performance development processes to meet the diverse abilities and needs of individuals and teams</li> <li>• Develop work plans that consider capability, strengths and opportunities for development</li> <li>• Be aware of the influences of bias when managing team members</li> <li>• Seek feedback on own management capabilities and develop strategies to address any gaps</li> <li>• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way</li> <li>• Monitor and report on team performance in line with established performance development frameworks</li> </ul>