

Role Description

Executive Director Office of the Commissioner



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Office of Commissioner
Classification/Grade/Band	Band Two (2)
Kind of Employment	Ongoing
Role Number	52016667
ANZSCO Code	111211
PCAT Code	3229192
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

The Executive Director in the Office of the Commissioner is responsible for the provision of continuous, coordinated and effective advice and support to the Commissioner and Executives Team.

The role delivers strategic policy advice to the Commissioner. The role provides high level advisory and operational support to the Commissioner to facilitate the achievement of organisational and management objectives and serves as a focal point for all matters that require the direct input of the Office of the Commissioner. Assumes the role of Chief Audit Executive for FRNSW.

Key accountabilities

- Provide well-considered, balanced and trusted advice to the Commissioner on a wide remit of policy, strategic and organisational matters.
- Lead the Office of the Commissioner to ensure FRNSW organisational goals and objectives are met and progressed. This includes being the key contact with the Ministers office and coordinating information advice and support between FRNSW and Ministers office.
- Assist the Commissioner with the management of relevant Governance groups established at the Agency level and influence high-level decisions relating to expenditure across FRNSW.
- Provide and/or coordinate the provision of timely expert strategic advice to the Commissioner on matters that are critical to the core business, programs and services.
- Proactively engage strategic activities across the Agency to ensure a consistent and integrated approach to advice, programs and services for FRNSW.
- Ensure the strategic implementation of policy projects and Government priorities that require liaison with relevant stakeholders, including government agencies and relevant non-government agencies.
- Allocate and supervise work of the Office of the Commissioner to ensure effective delivery of the agreed outcomes and performance of those units/officers

- Institute and sustain proactive working relationships with Offices of the Commissioner across the cluster and with Ministerial Office staff to foster high levels of collaboration and information transfer
- Engages with and resolves issues across the Agency and Cluster that come to the attention of the Office.
- Identify and investigate emerging management issues which may require the direct intervention of the Commissioner and ensure that the Commissioner is properly briefed and advised
- Liaise with Executive team members and other key leaders across the Agency on a range of issues on behalf of the Commissioner, ensuring an open and proactive flow of management information across this executive group.
- Managing the workload and workflow of all parts of the Office, including communications, media, Ministerial and Parliamentary Services and Cabinet Liaison to ensure those teams deliver within required timeframes

Key challenges

- Identifying and understanding issues, competing interests and priorities to ensure that the Commissioner is fully briefed
- May be called upon at very short notice to advise the Commissioner on highly contentious proposals involving complex policy and other issues.
- The role must be aware of the sensitive and controversial matters involved in dealing with Cluster and Government issues
- Maintaining an awareness of current issues in the Government and Cluster that may impact on core business or effectiveness of programs and services

Key relationships

Who	Why
Ministerial	
Responsible Minister	<ul style="list-style-type: none"> • Consult with Ministerial staff, providing accurate information, interpretation of planning and decision influences and timely responses to sensitive or contentious issues on behalf of the Secretary • Maintain effective relationships with Ministerial staff • Supervision the Department Liaison officers to ensure effective performance
Internal	
Commissioner	<ul style="list-style-type: none"> • Identify priorities or matters for specific or urgent action, investigation or attention, determine appropriate decision-making protocols and brief the Commissioner on all relevant matters, progress updates and emerging issues • Represent and speak for the Commissioner at internal and external commitments
Executive Leadership Team / Senior Managers	<ul style="list-style-type: none"> • Must ensure the Executive are appraised of issues affecting internal control and the risk environment • Build relationships and provide advice to support implementation of agreed projects and new initiatives • Provide principal and authoritative counsel on the development and implementation of corporate and operational governance strategies; provide advice and implement strategies, programs and processes
Reporting Staff	<ul style="list-style-type: none"> • Provide leadership, direction, information and instruction

Who	Why
Internal Committees	<ul style="list-style-type: none"> Chair and or participate as a member of a number of internal committees to ensure improved governance and services in line with corporate objectives and budgetary constraints
External	
Central Agencies and members of the public	<ul style="list-style-type: none"> On a range of complex regulatory, risk management and legal issues
External Committees and Working Parties	<ul style="list-style-type: none"> Participate in a range of external committees to represent FRNSW views, collaborate on shared objectives, support information exchange Manage relationships with key community and/or industry stakeholders or groups to ensure that the Commissioner is appraised of emerging issues and general levels of satisfaction with service delivery
Auditors and the Auditor-General	<ul style="list-style-type: none"> Agree a program of work; provide information required for audit program; to implement information
Other Key Stakeholders	<ul style="list-style-type: none"> Represent the Commissioner in discussions with other key stakeholders, establishing the appropriateness and timing of the Commissioners involvement

Role dimensions

Decision making

- The Executive Director is the senior executive manager overseeing and administering the operational functions of the Office of the Commissioner
- The role is exercised with high degrees of autonomy and authority. The Executive Director represents and speaks for the Commissioner
- The role provides advice directly to the Commissioner on matters of a political and highly sensitive nature. The advice can directly influence the development of FRNSW policies and programs
- The Commissioner relies on the advice of the Executive Director as being independent and authoritative
- The role is accountable for the management of staff and financial functions within the Office of the Commissioner in line with business plans and budget. This includes approving major items of expenditure to ensure budget requirements are met and the provision of effective service within budget allocation
- Provides leadership on all actions relating to Ministerials, parliamentary documents, briefings and responses to sensitive, contentious or complex matters for all FRNSW businesses

Reporting line: Commissioner

Direct reports: Seven (7)

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

- Proven ability to provide high level strategic policy advice and operational support to the Chief Executive Officer in the achievement of organisational and management objectives
- Extensive experience working with Executive, Governance groups and stakeholders in the influence and audit of high-level decisions relating to organisation wide expenditure

Essential requirements

1. Post graduate tertiary qualifications in business management or a related discipline or equivalent relevant experience

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 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"> • Champion and model the highest standards of ethical and professional behaviour • Drive a culture of integrity and professionalism within the organisation, and in dealings across government and with other jurisdictions and external organisations • Set, communicate and evaluate ethical practices, standards and systems and reinforce their use • Create and promote a culture in which staff feel able to report apparent breaches of legislation, policies and guidelines and act promptly and visibly in response to such reports • Act promptly and visibly to prevent and respond to unethical behaviour 	Highly Advanced
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences • Speak in a highly articulate and influential manner • State the facts and explain their implications for the organisation and key stakeholders • Promote the organisation's position with authority and credibility across government, other jurisdictions and external organisations • Anticipate and address key areas of interest for the audience and adapt style under pressure 	Highly Advanced
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • Engage in a range of approaches to generate solutions, seeking expert inputs and advice to inform negotiating strategy • Use sound arguments, strong evidence and expert opinion to influence outcomes • Determine and communicate the organisation's position and bargaining strategy • Represent the organisation in critical and challenging negotiations, including those that are cross-jurisdictional • Achieve effective solutions when dealing with ambiguous or conflicting positions • Anticipate and avoid conflict across organisations and with senior internal and external stakeholders • Identify contentious issues, direct discussion and debate, and steer parties towards an effective resolution 	Highly Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Results</p>	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Use own professional knowledge and the expertise of others to drive forward organisational and government objectives • Create a culture of achievement, fostering on-time and on-budget quality outcomes in the organisation • Identify, recognise and celebrate success • Establish systems to ensure all staff are able to identify direct connections between their efforts and organisational outcomes • Identify and remove potential barriers or hurdles to achieving outcomes • Initiate and communicate high-level priorities for the organisation to achieve government outcomes 	Highly Advanced
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Establish and promote a culture that encourages innovation and initiative and emphasises the value of continuous improvement • Engage in high-level critical analysis of a wide range of complex information and formulate effective responses to critical policy issues • Identify and evaluate organisation-wide implications when considering proposed solutions to issues • Apply lateral thinking and develop innovative solutions that have a long-lasting, organisation-wide impact • Ensure effective governance systems are in place to guarantee quality analysis, research and reform 	Highly Advanced
 <p>Business Enablers</p>	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> • Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management • Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound • Assess relative cost benefits of various purchasing options • Promote the role of sound financial management and its impact on organisational effectiveness • Obtain specialist financial advice when reviewing and evaluating finance systems and processes • Respond to financial and risk management audit outcomes, addressing areas of non-compliance in a timely manner 	Advanced






FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 People Management	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> • Ensure performance development frameworks are in place to manage staff performance, drive the development of organisational capability and undertake succession planning • Drive executive capability development and ensure effective succession management practices • Implement effective approaches to identify and develop talent across the organisation • Model and encourage a culture of continuous learning and leadership that values high levels of constructive feedback and exposure to new experiences • Drive a culture of high performance and ensure performance issues are addressed as a priority 	Highly Advanced
	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	<ul style="list-style-type: none"> • Drive a continuous improvement agenda, define high-level objectives and translate these into practical implementation strategies • Build staff support for and commitment to announced change, and plan and prepare for long-term organisational change, with a focus on the wider political, social and environmental context • Create an organisational culture that actively seeks opportunities to improve • Anticipate, plan for and address cultural barriers to change at the organisational level 	Highly Advanced

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	Advanced
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Advanced
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Advanced
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Advanced
	Work Collaboratively	Collaborate with others and value their contribution	Advanced
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Highly Advanced
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Advanced
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Advanced
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Advanced