Role Description
Planning & Research Officer

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Various
Location	State Headquarters/Zones
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	224112
Role Number	Various
PCAT Code	2221192
Date of Approval	September 2019
Agency Website	www.ses.nsw.gov.au

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 Planning & Research Officer contributes to the research, development and maintenance of policy, doctrine, community-focused plans, intelligence and/or warning systems for the purpose of safeguarding communities from the risk of floods, storms and tsunamis.

Key accountabilities

- Participate in and contribute to NSW SES planning by preparing, reviewing and updating agency emergency plans and readiness initiatives consistent with policy and project management guidelines
- Develop and maintain data such as flood, storm and tsunami intelligence, by collecting, researching and analysing exposure, consequence and risk likelihood from a range of technical and non-technical sources
- Contribute to planning, research and intelligence-related projects and analysis involving both technical and non-technical issues for collaborative and timely completion of projects.
- Provide guidance and maintain emergency management planning and intelligence standards in accordance with evidence-based knowledge, research and policy frameworks

- Analyse, develop and development and review of NSW SES frameworks, policies, procedures, and guidelines and provide technical advice relative to geographically specific hazard and risk profiles
- Represent the NSW SES on internal and external committees and other forums

Key challenges

- Maintaining up-to-date knowledge of the relevant legislation, best practice policies and procedures for effective management of the role accountabilities in a changing environment

- Maintaining accuracy and attention to detail and proactively articulating innovative solutions in a high-pressure environment that may involve life critical intelligence, community warnings and evacuation processes

- Building and maintaining professional relationships and working collaboratively with a state-wide team in a high volume and high-pressure work environment

Key relationships

Who	Why
Internal	
Manager	- Report administratively, receive guidance and direction regarding operational priorities - Provide information and / or progress reports against business unit goals and requirements - Escalate important issues, particularly those that may significantly impact service delivery
Work Team, staff and members	- Maintaining effective relationships for enhanced collaboration and communication to facilitate a consolidated approach and ensure delivery of projects and initiatives - Maintaining effective working relationships to ensure successful plan/policy/process development and integration and provide timely and accurate advice
External	
Other relevant government agencies, committees and / or emergency management specialists	- Build and maintain cooperative relationships to ensure seamless service delivery - Share information and maintain effective networks

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Role dimensions

Decision making

This role exercises independence and autonomy in day-to-day matters, including engagement with staff and volunteer members, in determining how to achieve agreed objectives and deploy resources. The role will produces reports, evaluations and recommendations as required, correspondence and briefs and determines the content of advice and information. The role will defer the following matters to the role supervisor: decisions that will significantly impact on agreed objectives; major capability issues, risks or conflicts; issues requiring a higher delegated authority (i.e. travel/expenditure approval)

Reporting line
This role reports directly to relevant Manager/Team Leader of the Branch.

Direct reports
There are no direct reports

Budget/Expenditure
Nil

Essential requirements
- Relevant tertiary qualifications and/or demonstrated experience in a related field
- Understanding of the consequences of natural hazards and their management
- 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 identified 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.

Research, Planning and Policy Officers, depending on their experience, skills and knowledge, or geographical location may operate in one of the following sub-specific roles, with some overlapping and interchanging accountabilities of equitable value and importance:

1. *Planning and Research (State-wide)*
2. *Warnings and Intelligence (State-wide)*
3. *Planning and Research (Zones)*
4. *Planning and Research (Strategic Risk Metro/High Risk*
5. *Doctrine*

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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

This role utilises an occupation specific capability set.

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**
Personal Attributes	**Display Resilience and Courage**	**Adept**
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	**Intermediate**
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	**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**
Personal Attributes **Display Resilience and Courage**	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Be open and honest, prepared to express your views, and willing to accept and commit to change		• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations
Relationships **Work Collaboratively** Collaborate with others and value their contribution	Intermediate	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others
Relationships **Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate	• Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues
Results **Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results **Think and Solve Problems** Think, analyse and consider the broader	Adept	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
context to develop practical solutions		- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience - Seek contributions and ideas from people with diverse backgrounds and experience - Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness - Identify and share business process improvements to enhance effectiveness
Business Enablers Technology Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate	- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks - Use available technology to improve individual performance and effectiveness - Make effective use of records, information and knowledge management functions and systems - Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
Business Enablers Project Management Understand and apply effective planning, coordination and control methods	Intermediate	- Perform basic research and analysis to inform and support the achievement of project deliverables - Contribute to developing project documentation and resource estimates - Contribute to reviews of progress, outcomes and future improvements - Identify and escalate possible variances from project plans

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