



RFS

BUSINESS OFFICER

ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate Business Unit	Various Various
Role Number	Various
Grade	RFS Level 6/7
ANZSCO Code PCAT Code	531111 1119192
Date of Approval	30 April 2024
Role Description Reference No.	RD635
Website	www.rfs.nsw.gov.au

About Us

The Rural Fire Service (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 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 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 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 RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Role Purpose

The role provides a broad range of business services within the team/section by controlling human resources, financial activities, and projects/programs to improve service delivery.

Key Accountabilities

1. Undertake a broad range of business and administrative tasks to support the effective operation of the team by establishing and maintaining office systems and procedures to maintain and improve service delivery.
2. Provide input and coordinate the development of sectional plans so that the services provided are consistent with the Directorate Business Plan, RFS Corporate Plan and within budget allocation.
3. Assist with the preparation of presentations, reports, submissions, briefings, and other written material relating to the business activities of the team/section to meet internal and external requirements.
4. Participate in data analysis and assist to produce routine reports to identify trends and inform future decision making and planning.
5. Provide business analysis and administration, including human resource, financial and purchasing assistance such as obtaining quotes, raising/goods receipting purchase orders, raising/ processing invoices, journals and providing routine stock/budget reports to ensure that processes and procedures leads to an efficient office environment.
6. Maintain relevant records management systems in line with RFS and government policies and requirements.
7. Participate in the review and development of Policies, Service Standards, Handbooks/Manuals and protocols, projects and resources as required.
8. Provide projects/programs support, including monitoring and reporting on project plans, milestones and deliverables, to ensure time, cost and quality indicators are in line with approved plans.

Essential Requirements

- A Certificate IV in a relevant discipline (e.g. Business, Administration), or equivalent expertise.
- 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 incumbent is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.
- 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.

Reporting Line

The role reports to the relevant Manager/Supervisor.

Direct Reports

Nil.

Budget/Expenditure

Nil.

Key Relationships – Internal





Who	Why
Manager/Supervisor	<ul style="list-style-type: none">– Work in close collaboration to ensure the seamless delivery of services.– Receive clarify guidance and instructions and report on progress against work plans.
Team	<ul style="list-style-type: none">– Provide professional guidance and development to build capability and ensure consistent quality and accessible service provision.
Executive, Managers and Supervisors	<ul style="list-style-type: none">– Maintain an inter-unit ‘teams based’ approach that builds capacity and has a focus on the provision of quality services.
All RFS Members	<ul style="list-style-type: none">– 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	<ul style="list-style-type: none">– Work collaboratively to develop and communicate relevant research and practice outcomes.
Suppliers and Contractors	<ul style="list-style-type: none">– To achieve value for money outcomes so that the RFS is well equipped with resources

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
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Project Management	Intermediate
	Procurement and Contract Management	Foundational
	Technology	Intermediate

For further information regarding this role description, please contact the Recruitment Team or email Recruitment@rfs.nsw.gov.au.

