



MANAGER COMMUNITY RISK

ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate Business Unit	Field Operations Area Operations
Role Number	Various
Grade	RFS Level 10/11
ANZSCO Code PCAT Code	139999 3119192
Date of Approval	22 April 2024
Role Description Reference No.	RD1080
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.

Leadership Commitment

- Value and recognise the contribution of our people
- Create an environment where people can be at their best
- Work together to deliver the best community outcomes
- Be responsive and hold ourselves and each other to account
- Appreciate our different backgrounds and experiences make us greater

Role of the Area

Areas work with districts to carry out functions that are more effectively executed at the Area-level to ensure consistency, standardisation and coordinated delivery of services.

Areas work with District Managers to ensure that districts are focused on delivering front-line fire response and mitigation services to their local community.

Area and districts work together to ensure positive volunteer engagement, management and sustainable membership.

Role Purpose

Lead, promote and support strategic organisational programs to reduce risk to the community from bush fire and other emergencies.

The role works in collaboration with the Manager, Capability and Manager, People and Business and other managers across the business to ensure successful operational outcomes across the Area.

Key Accountabilities

1. Ensure the development of Bush Fire Risk Management plans; Operations Coordination plans and pre-incident plans across the Area.
2. Develop and manage Fire Access and Fire Trail (FAFT) plans across the Area to ensure compliance with legislative requirement.
3. Lead the implementation of mitigation programs across the Area to address community needs, Bush Fire Management Committee (BFMC) requirements and RFS legislative responsibilities.
4. Drive a high performance and inclusive culture which encourages and values the input of members and is focused on outcomes that meet the needs of the community we serve.
5. Lead and manage the Mitigation Crews within the Area to efficiently and effectively meet mitigation program requirements to reduce community risk.
6. Ensure bush fire hazard complaints across the Area are managed in accordance with RFS legislative and policy requirements.
7. Support, monitor and report on the implementation of hazard reduction programs across the Area.
8. Coordinate the applications for grants and mitigation funds across the Area.
9. Oversee and coordinate the management of Work, Health & Safety requirements of the Mitigation Crews in the Area.
10. Embed a purpose-driven culture and effective people management practices to drive member engagement and service delivery to the community.
11. Lead a proactive approach to the continuous improvement of work health and safety, ensuring safe systems of work and management commitment to member wellbeing.
12. Lead and cultivate collaborative working relationships to deliver the best organisational and community outcomes.

Essential Requirements

- An Advanced Diploma in a relevant discipline, or equivalent expertise.
- Relevant incident management qualifications.
- A current Driver Licence and the willingness and ability to travel.
- May be required to participate on an after-hours and/or on call roster.
- An appreciation and understanding of the issues that affect a volunteer organisation and the complexities that surround volunteer management.
- 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

- Multiagency Operational Management experience.
- Experience in undertaking incident management, risk management and fire behaviour.
- Genuine appreciation and understanding of a volunteer-based community service.

Role Dimensions

Decision Making

- The role operates with a degree of independence. The incumbent is required to propose solutions to issues, provide strategic advice and prepare reports/submissions.
- The incumbent seeks guidance and direction about matters that may cross relevant boundaries and may attract attention from the RFS Executive or external stakeholders.
- The incumbent is expected to comply with all legislative and RFS Policy requirements.
- The incumbent is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

Reporting Line

The role reports to the Area Commander.

Direct Reports

The role has reports as defined by the relevant Area Commander or Director.

Budget/Expenditure

The role has financial delegation in accordance with RFS Policy.

Key Relationships – Internal




Who	Why
Area Commander and Director	<ul style="list-style-type: none">– Receive and clarify guidance on progress against work plans.– Escalate issues, keep informed, advise, receive guidance and instructions.
Area Managers, Other Directors and Managers	<ul style="list-style-type: none">– Develop and maintain effective working relationships to support members and the community.– Monitor, address and/or escalate requests and provide services.– Manage the flow of information, seek clarification and provide advice and responses.– Engage, consult and gain support for projects that may have a significant impact on the RFS membership.
Members	<ul style="list-style-type: none">– Communicate with RFS members at all levels to provide support and advice if required.
Internal Committees	<ul style="list-style-type: none">– Chair or participate as a member on internal committees and working groups as required.
Work team	<ul style="list-style-type: none">– Support team, delegate tasks, and work collaboratively to contribute to achieving the team's outcomes.

Key Relationships – External

Who	Why
Other Government Departments and Emergency Services Agencies	<ul style="list-style-type: none"> – Communicate with other government agencies and relevant organisations as necessary. – Exchange of relevant information. – Ensure collaboration and cooperation in regard to capabilities and strategies.

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	Advanced
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Advanced
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

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

