



RFS

OPERATIONAL COMMUNICATIONS OFFICER

ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate Business Unit	Field Operations Operational Response
Role Number	Various
Grade	RFS Level B
ANZSCO Code PCAT Code	TBC TBC
Date of Approval	8 May 2024
Role Description Reference No.	RD204
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

Receive, interpret and respond to emergency and routine calls for assistance. This includes dissemination of relevant information, dispatching appropriate resources and monitoring responses to incidents in a timely and effective manner, through effective telephone and radio communication and data entry.

Key Accountabilities

1. Accept incoming fire and emergency incident calls from Fire & Rescue (FRNSW) Communications Centre (ComCen) and other sources. Respond to enquiries, collect relevant information and assess the associated risks and determine appropriate response using operational systems.
2. Perform dispatch and coordinate communications with appropriate resources during emergency incidents and notify other internal and external stakeholders in accordance with operational doctrine and guidance.
3. Enter, maintain and update incident information within RFS operational systems. Continually monitor progress, support and liaise with operational staff to finalise incidents and complete post incident administration including reporting obligations.
4. Provide mentoring and guidance for new colleagues and contribute to continuous improvement of operational and administrative systems and procedures. Liaise with technical support staff to report issues with maintaining and updating communications technology.
5. Undertake general administrative and support duties including maintaining and updating resources, conducting weekly equipment testing and utilise office systems, and organisational processes in accordance with policies, procedures and standards.
6. Manage enquiries through providing information and timely solutions. Where required, refer enquiries in an effective and responsive manner, maintaining relevant digital records to ensure accurate and safe storage of information.
7. Monitor resource movement including aircraft, in line with RFS procedures.

Essential Requirements

- A Certificate II in a relevant discipline (e.g. Public Safety, Emergency Management), or equivalent expertise.
- Minimum keyboard skills of 35 words per minute with 92% accuracy.
- The ability to work as an Operational Communications Officer on a 12 hour rotating roster system.
- A current Driver Licence and the willingness and ability to travel.
- During periods of major fire activity, the incumbent will 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 Operational Officer Level 3.

Direct Reports

Nil.

Budget/Expenditure

Nil.

Key Relationships – Internal

Who	Why
Manager	<ul style="list-style-type: none">– Work in close collaboration to ensure the seamless delivery of services.
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 emergency services groups and professional bodies	<ul style="list-style-type: none">– Work collaboratively to develop and communicate relevant research and practice outcomes.

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

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

