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| **Cluster** | Stronger Communities |
| **Agency** | NSW Rural Fire Service |
| **Division/Branch/Unit** | Operations |
| **Role number** | Various |
| **Classification/Grade/Band** | RFS Level B |
| **ANZSCO Code** | 541112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 16 July 2019 |
| **Agency Website** | www.rfs.nsw.gov.au |

Agency overview

The NSW Rural Fire Service (NSW RFS) is established under the Rural Fires Act 1997 as the lead combat agency for bush fires in NSW. The agency also operates under the State Emergency and Rescue Management Act 1989. For over 100 years the NSW 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. The agency strives to provide a world standard of excellence in the provision of a community based fire and emergency service through training, community education, prevention and operational capability.

Fighting fires and protecting the community from emergencies is the most visible aspect of the NSW 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 NSW RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Primary purpose of the role

The role receives, interprets and responds 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. These functions are carried out as detailed within the applicable Operational Procedures to ensure performance measures are met.

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 risks associated with a situation and determine appropriate response using operational systems.
2. Dispatch and coordinate communications with appropriate resources to calls to an emergency incident and notify other internal and external organisations in accordance with operational doctrine and guidance.
3. Maintain and update all incident information in the operational systems; continually monitor progress, support and liaise with operational staff until incident completion; complete required post incident administration including provision of information and reports.
4. Provide mentoring and guidance on the job for new staff, contribute to the improvement of operational and administrative systems and procedures and liaise with technical support staff in relation to reporting problems and issues, maintaining and updating communications technology.
5. Undertake general administrative and support duties as allocated (e.g. maintaining and updating resource information; conducting weekly tests of equipment, systems and communications) and utilise office systems, procedures and organisational methods in accordance with policies, procedures and standards.
6. Respond to incoming enquiries, providing information and referring enquiries in an effective and responsive manner, maintaining the relevant computerised records management system to create, store, retrieve and archive files to ensure the accurate and safe storage of information and contribute to a timely response for information.
7. Monitor resources movement including aircraft in line with organisational procedures.

Key challenges

* Responding to a number of emergency and other calls, determining the location of the incident and the Brigade to dispatch. Contacting the appropriate resources and monitoring during the incident.
* Dealing with a range of telephone, radio and other notifications and enquiries, determining the appropriate person to direct them to or the appropriate action to be taken, including prioritising the call or enquiry accordingly.
* Maintaining current knowledge of the frequently changing NSW RFS and business unit Service Standards, Policies, SOPs, initiatives and protocols.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager/Supervisor | * Escalation of issues and keep informed about the status of work duties. Seek advice about NSW RFS doctrine when unclear. |
| Work team | * Support the team and work collaboratively to contribute to achieving business outcomes. |
| Members (staff and volunteer) | * Communicates with NSW RFS members at all levels providing advice in respect of a range matters associated with the Unit. |
| **External** |  |
| Other Government Departments and Emergency Services Agencies | * Communicates with other government agencies and kindred organisations about routine matters relating to the work of the Unit. |
| Community | * To support services provided to the community to prepare for and be resilient to fires and incidents. Disseminate relevant information to the public as required |

# 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 incumbent routinely makes their own decisions concerning their job functions within the priorities and any boundaries set by their Manager/Supervisor.

The incumbent usually makes their own decisions about tasks within their scope of accountabilities consistent with Service policies and procedures.

The incumbent seeks guidance or direction from their Manager/Supervisor about sensitive issues, or matters which might impact significantly on the operation of the Unit or other parts of the organisation.

## Reporting line

The role reports to the Supervisor Operations.

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

* A Certificate II in a relevant discipline, or equivalent.
* Current NSW RFS BF certification or equivalent expertise.
* Current NSW RFS ICS certification or equivalent.
* Minimum keyboard skills of 35 words per minute with 98% accuracy.
* The ability to work as an Operational Communications Officer on a 12 hour rotating roster system.
* A current driver’s licence and the 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.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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

*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** |
|  | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | Be open to new ideas and approaches  Offer own opinion, ask questions and make suggestions  Adapt well to new situations  Do not give up easily when problems arise  Stay calm in challenging situations | Foundational |
|  | **Work Collaboratively**  Collaborate with others and value their contribution | | Work as a supportive and cooperative team member, sharing information and acknowledging others’ efforts  Respond to others who need clarification or guidance on the job  Step in to help others when workloads are high  Keep the team and supervisor informed of work tasks  Use appropriate approaches, including digital technologies, to share information and collaborate with others | Foundational |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek clarification when unsure of work tasks  Complete own work tasks under guidance within set budgets, timeframes and standards  Take the initiative to progress own work  Identify resources needed to complete allocated work tasks | Foundational |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Display familiarity and confidence when applying technology used in role  Comply with records, communication and document control policies  Comply with policies on the acceptable use of technology, including cyber security | Foundational |

# 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** |
|  | Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Foundational |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Foundational |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Foundational |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | | Understand and apply effective planning, coordination and control methods | Foundational |