



RFS

MANAGER FOUNDATIONAL PLATFORMS

ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate Business Unit	Technology, Finance & Legal Foundational Platforms
Role Number	52015074
Grade	RFS Level 12/13
ANZSCO Code PCAT Code	135199 1119192
Date of Approval	14 March 2024
Role Description Reference No.	RD1276
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 Purpose

Lead a dynamic team responsible for ensuring seamless day-to-day operations of robust ICT infrastructure, encompassing both on-premises and cloud environments. This includes driving effective platform integration, data management spanning spatial and enterprise realms, and strategic business intelligence initiatives.

Key Accountabilities

1. Provide ICT operational direction and leadership to establish and maintain a culture of teamwork, achievement, accountability and outcome focus while delivering platform-specific initiatives.
2. Prepare estimates for project planning and budgeting, ensuring conformance to the agreed RFS Style Guide, component guide, consistency in user experience and user interfaces and ensure application or modules produced adhere to the RFS Enterprise Architecture.
3. Manage the integration and provision of corporate spatial data sets, enterprise data assets, business intelligence tools, maps and other spatial artefacts, enabling the Service to hold relevant and timely data.
4. Oversee the management of vendor, tender, contract, and suppliers for ICT infrastructure and communication systems, hardware, software, and licensing agreements to ensure that all services are fit for purpose and allow for emerging technology.
5. Lead the design of fully integrated technology and platform solutions to deliver in alignment with the current architecture, with the flexibility to cost-effectively move to future state architecture with minimal impact.
6. Proactively liaise and coordinate with other Emergency Service agencies and key Government authorities to maintain the RFS as a key stakeholder and contributor in ongoing projects and objectives. Enhance and foster relationships to identify emerging opportunities for collaboration in delivering innovative solutions and systems.
7. Manage the maintenance and dependency schedule, plan upgrades and enhancements for the platform applications to keep them secure and current, and mature the application monitoring solution for Foundational Platforms to continue to meet evolving business needs.
8. Embed a purpose-driven culture and effective people management practices to drive member engagement and service delivery to the community.
9. Lead a proactive approach to the continuous improvement of work health and safety, ensuring safe systems of work and management commitment to member wellbeing.
10. Lead and cultivate collaborative working relationships to deliver the best organisational and community outcomes.

Essential Requirements

- A Degree in a relevant discipline (e.g. Information Technology) or equivalent experience.
- A current Driver licence, and the ability and willingness to travel.
- Required to participate on an afterhours and/or on call roster.
- 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

- Awareness and understanding of broader emergency management practices.
- Proficiency in Cloud technologies.
- Vendor relationship and managed service operation in a multidisciplinary environment.
- Genuine appreciation and understanding of a volunteer-based community service.

Role Dimensions

Decision Making

- 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.
- The role is guided in its decision making by the NSW RFS Administrative Delegations (Policy P2.1.1) and NSW RFS Financial Delegations (Policy P4.1.1).

Reporting Line

The role reports to the Director Information and Communication Technology (CIO).

Direct Reports

The role has four (4) direct reports.

Budget/Expenditure

The role has financial delegations and an assigned budget.

Key Relationships – Internal






Who	Why
Director	<ul style="list-style-type: none">– Provide specialist advice, and work in close collaboration to ensure the seamless delivery of services.
Team	<ul style="list-style-type: none">– Lead and provide professional guidance and development to build capability and ensure consistent quality and accessible service provision.– Set performance expectations, provide leadership, direction and support.
Executive, Managers and Supervisors	<ul style="list-style-type: none">– Foster effective working relationships, collaborate and create buy-in.
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">– Ensure collaboration and cooperation in regard to capabilities and strategies.
External Committees	<ul style="list-style-type: none">– Participate as a member on a number of external committees that may vary from time to time.

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

Occupation / profession-specific capabilities		
Capability Set	Category and Sub-category	Level and Code
 Version 8	Strategy and Architecture – Strategy and Planning - Strategic Planning	Level 6 - ITSP
	Relationships and Engagement – Stakeholder Management – Stakeholder Relationship Management	Level 6 - RLMT
	Strategy and Architecture – Strategy and Planning – Demand Management	Level 6 - DEMM
	Relationships and Engagement – Stakeholder Management – Supplier Management	Level 5 - SUPP

This role also utilises an occupation-specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at <https://sfia-online.org/en/sfia-8/all-skills-a-z>.

Occupation-specific capability set (Skills Framework for the Information Age – SFIA 8)		
Sub-category	Level and Code	Level Descriptions
Strategy and Planning - Strategic Planning	Level 6 ITSP	<ul style="list-style-type: none"> Sets policies, standards, and guidelines for how the organisation conducts strategy development and planning. Leads and manages the creation or review of a strategy that meets the requirements of the business. Develops, communicates, implements and reviews the processes which embed strategic management in the operational management of the organisation.
Stakeholder Management - Stakeholder Relationship Management	Level 6 RLMT	<ul style="list-style-type: none"> Leads the development of comprehensive stakeholder management strategies and plans. Builds long-term, strategic relationships with senior stakeholders (internal and external). Facilitates the engagement of stakeholders in support of the delivery of services and change projects, acting as a single point of contact for senior stakeholders, facilitating relationships between them. Negotiates to ensure that stakeholders understand and agree on what will meet their needs, and that appropriate agreements are defined. Oversees monitoring of relationships including lessons learned and appropriate feedback. Leads actions to improve relations and open communications with and between stakeholders.

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

