



RFS

OPERATIONAL OFFICER LEVEL 3 (OPO 3)

ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate Business Unit	Various
Role Number	Various
Grade	RFS Level 8/9
Date of Approval	16 March 2025
Role Description Reference No.	RD810
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 was 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 firefighting 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

Coordinate and provide technical and operational support to better protect the community from bush fires and other emergencies.

Focus Areas

Capability	Assists with resource-to-risk planning for effective response to incidents and reduction of bush fire risk to the community. Provides regulatory functions to support bush fire risk management planning outcomes.
Community Risk	Supports strategic organisational programs to reduce risk to the community from bush fire and other emergencies
Community Resilience	Provides technical support and oversight to assist the RFS to reduce the risk and impact of bush fire and other emergencies.
Operations Communication Centre	Works with emergency service agency partners and Districts to support response activities to fires and other emergencies.
State Operations (Aviation)	Assists in coordinating state aviation taskings and supports aviation professional development for members
Various District Functions	Supports a range of services for members and communities to prepare for and response to fire and other emergencies.

The incumbent may be assigned to any and all functions as required.

Key Accountabilities

1. Coordinate services to the community and members of the RFS, and provide high-level support to activities and outcomes while maintaining a strong customer focus to ensure that a quality service is provided for end users.
2. Research, develop and contribute to the development and implementation of high level procedures and guidelines to ensure that a high standard of service is maintained.
3. When needed, lead or participate in activities to protect the community from fire and similar incidents within the scope of qualifications held.
4. Identify potential gaps to ensure support meets the agreed service levels to all stakeholders for the resolution of issues and problems.
5. Ensure that corporate systems are maintained and updated in line with RFS policies and procedures to support the achievement of team objectives.
6. Keep up to date with relevant developments, doctrine, practices and technology as well as RFS Service Standards, procedures and guidelines.
7. Display an appreciation and understanding of the issues that affect a volunteer organisation and the complexities that surround volunteer management.

Key Challenges

- Encountering issues that are often unique, and balancing responsibilities to ensure service delivery to the community is met while dealing with varying viewpoints and competing priorities.
- Working in an environment that is largely decentralised and maintaining diligence in tasks that may at times be complex; requiring attention to detail and the capacity to work within legislative, public sector and organisation requirements.
- Developing and maintaining an understanding of various corporate systems for data, reports and information management/and using these systems in line with RFS policy and procedures.

Essential Requirements

- Group Leader or relevant equivalent qualification or experience aligned to Control a Level 2 Incident
- Certification of good general health and fitness.
- A Diploma in a relevant discipline or equivalent expertise.
- Level 2 Principal IMT qualification.
- May be required to participate on an after-hours and/or on call roster.
- A current Driver Licence and the willingness and ability to travel.
- During periods of major operational activity, the incumbent may be required to support operational management activities consistent with their skills and background.

Key Knowledge and Experience

- Apply risk management principles and practices.
- Develop safety systems at Level 1 (includes risk identification; risk assessment; mitigation, e.g. ICAM).
- Identify and coalesce multiple sources of incomplete information to arrive at viable decisions and courses of action.
- Respond effectively to routine internal and external complaints.
- Operational command experience.
- Leading teams to achieve desired outcomes.
- Dealing with or providing guidance on complex or sensitive local or regional issues in the media, where required.
- Quality Assurance of agency statutory functions and ability to monitor compliance across multiple discipline areas (e.g. Mitigation, Operations, Training, Preparedness).
- 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 incumbent routinely makes their own decisions, based on analytical and problem-solving skills, concerning incident response and complex multi-agency coordination issues, within rigorous legislative and organisational frameworks. Clarification is only sought in some circumstances.
- It is expected that the incumbent will research, identify, implement and evaluate comprehensive, innovative and creative solutions that provide sound and productive outcomes for the community.
- The incumbent seeks guidance or direction about matters that cross other directorate or group boundaries, or that may attract the attention of the Commissioner or Minister.

Reporting Line

The role reports to the relevant Manager/Supervisor.

Direct Reports

Nil.

Budget/Expenditure

Nil.

Key Relationships – Internal


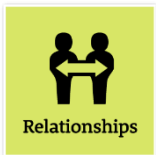



Who	Why
Team	<ul style="list-style-type: none">– Provide leadership and support the team and work collaboratively to contribute to achieving business outcomes.
Executive, Managers and Supervisors	<ul style="list-style-type: none">– Provide support in regard to matters related to operational activities and keep informed of the status of assigned work and activities.
All RFS Members	<ul style="list-style-type: none">– Communicates with RFS members at all levels providing advice in respect of a range matters associated with the job functions.

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.
Community	<ul style="list-style-type: none">– To support services provided to the community to prepare for and be resilient to fires and incidents.

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

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

