



## ROLE DESCRIPTION

### OPERATIONAL OFFICER (OPO) LEVEL 1

Cluster	Stronger Communities
Directorate / Business Unit	Field Operations
Role Number	Various
Classification / Grade	NSW RFS 4/5
ANZSCO Code	441211
PCAT Code	1119192
Date of Approval	8 November 2021
Website	<a href="http://www.rfs.nsw.gov.au">www.rfs.nsw.gov.au</a>

#### About Us

The NSW Rural Fire Service (NSW 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 NSW 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 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.

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.

#### Role Purpose

The role provides a broad range of services in a team environment that lead to better protection of the community from bush fires and other emergencies.

#### Focus Area

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.
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 operationally.

## Key Accountabilities

1. Provide a broad level of support activities that work towards unit outcomes and the resolution of issues and problems.
  2. Use appropriate administrative and operational corporate systems to monitor and act on requests for specialist support and provide a strong customer focus to ensure that a quality service is provided for end users.
  3. Contribute to the development and implementation of procedures and guidelines to ensure that a high standard of service is maintained.
  4. Provide timely and effective responses to requests for support given the need to balance time spent on immediate support demands with the implementation of new initiatives.
  5. Ensure that corporate systems are updated and maintained in line with NSW RFS policies and procedures.
  6. Keep up to date with current and developing NSW RFS Service Standards, Policies, Operational Doctrine and guidelines.
  7. Display an appreciation and understanding of the issues that affect a volunteer organisation and the complexities that surround volunteer management.
- Complete the above activities in accordance with the relevant personal work plan and acquire and maintain prescribed competencies outlined within individual professional development plan.

## Essential Requirements

- NSW RFS Advanced Firefighter (AF) certification or equivalent.
- Certificate III in a relevant discipline or its equivalent/expertise.
- Current Driver Licence, ability and willingness to travel.
- Certification of good general health and fitness.
- During periods of heightened operational activity, the incumbent will be required to support operational management activities consistent with their skills and background.
- May be required to participate on an after-hours and/or on call roster.

## Key Knowledge and Experience

- Understand and appreciate risk management principles.
- Understand a safety system at Level 1 (includes risk identification, risk assessment, mitigation).
- Identify and combine multiple sources of incomplete information to arrive at viable decisions and courses of action.
- Support incident coordination.
- Field operational supervision and coordination (for AIIMS Level 1 Incidents at a minimum).
- Presenting community safety information, identifying specific hazards, and identifying and discussing a range of mitigation activities.
- Understanding and communicating community safety activities, services and facilities.
- Leading small teams to achieve desired outcomes.
- Practical application of agency statutory functions (e.g. Hazard Complaints, Hazard Reduction Certificates).
- 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.
- Routinely makes their own decisions concerning assigned work and related matters, operating within standards, policies, procedures and relevant legislation.
- The incumbent 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 relevant Manager/Supervisor.

### Direct Reports

Nil.

### Budget/Expenditure

Nil.

### Key Relationships – Internal





Who	Why
➤ Manager	➤ Work in close collaboration to ensure the seamless delivery of services
➤ Team	➤ Provide professional guidance and development to build capability and ensure consistent quality and accessible service provision
➤ Executive, Managers and Supervisors	➤ Maintain an inter-unit 'teams based' approach that builds capacity and has a focus on the provision of quality services.
➤ NSW RFS Members	➤ 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	➤ 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	<b>Manage Self</b>	<b>Intermediate</b>
	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Value Diversity and Inclusion	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Foundational</b>
	<b>Influence and Negotiate</b>	<b>Foundational</b>
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
 Results	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational