



## OPERATIONAL OFFICER LEVEL 2 (OPO 2)

### ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate   Business Unit	Various
Role Number	Various
Grade	RFS Level 6/7
Date of Approval	16 March 2025
Role Description Reference No.	RD610
Website	<a href="http://www.rfs.nsw.gov.au">www.rfs.nsw.gov.au</a>

### 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

Implement identified strategies from the RFS Business Plan, in a range of functions, in a team environment that leads to better protection of the community from bush fires and other emergencies.

## Focus Areas

Community Risk	Supports strategic organisational programs to reduce risk to the community from bush fire and other emergencies.
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 high level support to District / Area / State activities and outcomes, which include services to:
  - Prevent fires and similar incidents, reduce their risk and mitigate their effects.
  - Enable the community to prepare for, and be resilient to, fires and incidents.
  - Members of the RFS at District, Area or State level so as to be appropriately funded, equipped, trained, prepared, coordinated and supported to protect the community from fires and similar incidents.
2. Contribute to the development and implementation of high-level procedures and guidelines to ensure that a high standard of service is maintained.
3. Ensure support meets agreed service levels for the resolution of issues and problems, to all locations providing a strong customer focus to ensure that a quality service is provided for end users.
4. Providing advice and solutions within short timeframes and involving complex or specialist interventions, to a standard commensurate with operating in an emergency service where high levels of reliability are paramount.
5. Ensure that corporate systems are updated and maintained in line with RFS policies and procedures.
6. Keeping up to date with current and developing 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.
8. Complete the above activities in accordance with the relevant personal work plan and acquire and maintain prescribed competencies outlined within individual professional development plan.

## 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 by considerable (and often unspoken) personal and/or political agendas.
- Working in an environment that is largely decentralised and maintaining diligence in tasks that may at times be complex; requiring an 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

- RFS Crew Leader Supervision (CLS) or equivalent qualification (Control a Level 1 Incident)
- A current Driver Licence and the willingness and ability to travel
- Certification of good general health and fitness
- Certificate IV in a relevant discipline or equivalent expertise
- Level 2 Principal or Assistant IMT qualification
- During periods of major operational activity, the incumbent may 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

- Apply risk management principles and practices.
- Apply 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.
- Field operational coordination experience (for AIIIMS Level 1 and 2 Incidents at a minimum).
- Identifying and evaluating risk in the community (including treatments).
- Selecting and implementing strategies to improve community safety while promoting a positive image for the RFS.
- Participate in teams to achieve desired organisational outcomes.
- In depth understanding and application of agency statutory functions and ability to ensure 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 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.
- It is expected that the incumbent will research, identify, implement, and validate appropriate responses to routine matters within their area of responsibility.

### Reporting Line

The role reports to the relevant Manager/Supervisor.

## Direct Reports

Nil.

## Budget/Expenditure

Nil.

## Key Relationships – Internal





Who	Why
Manager/Supervisor	<ul style="list-style-type: none"><li>– Provide support in regard to matters related to operational activities and keep informed of the status of assigned work and activities.</li></ul>
Work Team	<ul style="list-style-type: none"><li>– Support the team and work collaboratively to contribute to achieving business outcomes.</li></ul>
Members (staff and volunteers)	<ul style="list-style-type: none"><li>– Communicates with RFS members at all levels providing advice in respect of a range matters associated with the job functions.</li></ul>

## Key Relationships – External

Who	Why
Other Government Departments and Emergency Services Agencies	<ul style="list-style-type: none"><li>– Communicates with other government agencies and kindred organisations about routine matters relating to the work of the Unit.</li></ul>
Community	<ul style="list-style-type: none"><li>– Provide service to the community to prepare for and be resilient to fires and incidents</li></ul>

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

For further information regarding this role description, please contact the Recruitment Team or email [Recruitment@rfs.nsw.gov.au](mailto:Recruitment@rfs.nsw.gov.au).

