

DRAFT

Duty Commander



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Field Operations – Metro/Regional Operations - Areas – Zones
Location	Various
Classification/Grade/Band	Inspector
Kind of Employment	Ongoing
SAP ID	Various
ANZSCO Code	139112
PCAT Code	1119192
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose

Drive operational readiness, manage resources and provide direction, leadership and mentorship for operational excellence and optimal capability and assurance across the Zone. The Duty Commander is the manager of Station Officers and Captains/Deputy Captains within the Zone.

Undertake operational emergency management duties.



Statement of Duties/Accountabilities

- Attend fire and other emergency incidents providing expert knowledge and assistance commensurate with rank
- Assume operational command in accordance with protocols, orders, legislation and training
- Effectively lead, direct and support staff across the Zone for optimum operational readiness
- Drive strategies for improved employee engagement at Station and Platoon levels and build committed, inclusive and values-based workplaces.
- Carry out the responsibilities of any assigned Zone Portfolio in line with the applicable Portfolio Statement . Confer with other Portfolio holders to support wholistic approach and integration across all portfolios and priorities
- Ensure proactive and integrated station activities for risk mitigation and community safety; and orchestrate and integrate Service Planning and continuity planning at Station and Platoon levels, including the utilisation of the Station Planning System.
- Critically review operational debriefs, performance and outcomes to identify, consolidate and communicate strategies for operational improvement, assurance and safety. Collaborate with the Operational Improvement and Assurance and the Health and Safety Branch as appropriate.
- Audit Stations to ensure compliance with statutory requirements, policies, procedures and standards; and prepare related reports, submissions and remedial plans.
- Actively monitor firefighter attendance, availability and daily disposition, conferring with the Operational Staffing Unit should there be an issue with the composition and deployment of operational staff across the zone. As urgency dictates, arrange adjustments, crewing and deployment and make necessary notifications to Operational Staffing.
- Work collaboratively with the Manager Command Administration and Assurance, Captains and Deputy Captains to co-create, implement and review innovative and impactful On-Call Firefighter attraction and retention strategies.



- Support the business and administrative efficiency of the zone, including contributing to the development and management of the Zone budget

NOTE: Duty Commanders in regional locations are expected to be available after hours as required, for the purposes of major emergencies and, on occasions, for training purposes to organise, lead, supervise, review and debrief training sessions.

Key challenges

- Ensuring integrated and targeted planning and station resource management to render perpetual operational readiness across the Zone
- Developing an understanding of the Zone's engagement profile and the strategies required to improve engagement
- Regional locations often demand multi-focus and involvement in multi-agency working parties and the like across bushfire, urban and rural interface and rescue
- The Duty Commander operates in dangerous, time critical situations where lives, property and the environment may be at risk
- The management of incidents demands critical judgement and vigilance to safety
- Firefighting can be physically and psychologically demanding, especially during protracted incidents

Key relationships

Who	Why
Internal	
Zone & Area Commanders	<ul style="list-style-type: none"> • Discuss direction, issues, recommendations and priorities • Provide effective leadership and performance improvement across the Zone • Participate as an integral part of the Zone management team • Support Service Planning, Continuity Planning, audit and accountability • Manage and report operational readiness for the Zone and implement operational improvements • Discuss and update on any assigned Zone Portfolio
Station Officers. Captains, Deputy Captains and Firefighters/On-Call Firefighters	<ul style="list-style-type: none"> • Provide leadership, advice, support, mentoring and direction • Facilitate Station and Zone cohesion • Provide briefings and issue instructions • Support Station Commanders with development of Station Service Plans and oversee their implementation • Implement operational improvements, station audit outcomes and any assigned Zone Portfolio strategies • Implement On-Call Firefighter attraction and retention
Other Duty Commanders	<ul style="list-style-type: none"> • Respond to incidents and operational demands as a priority • Partner and collaborate in identifying and treating operational readiness and response effectiveness issues • Handover • Collaborate on issues, plans, strategies and improvements associated with Zone Portfolios to support ongoing and wholistic improvements • Provide and receive constructive feedback regarding the delivery and impact of initiatives
Operational Communications	<ul style="list-style-type: none"> • Keep Communications Centres continuously informed on operations and escalations • Collaborate on daily disposition, rosters and crewing as required

Who	Why
Manager Command Administration & Assurance	<ul style="list-style-type: none"> • Work collaboratively on improvement and assurance, service planning and continuity planning priorities • Discuss and enlist support • Take a lead role in developing, implementing and reviewing strategies to attract, recruit and retain On-Call Firefighters and support the management of relations with primary employers • Contribute to fiscal management at Zone level
People & Culture Directorate	<ul style="list-style-type: none"> • Collaborate with Operational Staffing Unit as needed • Enlist advice and support from HR Business Partners
Other FRNSW Commands particularly specialised areas such Operational Improvement and Assurance, Strategy Planning and Performance, Education and Training and Community Safety	<ul style="list-style-type: none"> • Enlist specialised support and advice • Provide localised intelligence • Align with FRNSW strategy and specialised areas' priorities • Contribute to FRNSW strategic plans and strategies • Assist with the delivery of courses, assessments etc • Collaborate on assigned Zone Duty Commander Portfolio
External	
Other Emergency Services Personnel and Government Agencies	<ul style="list-style-type: none"> • Plan and execute joint exercises and risk management strategies and treatments • Incident management • Support emergency situations under the jurisdiction of other services
Members of the public, representatives of industry, community groups and government	<ul style="list-style-type: none"> • Promote the organisation and its services and represent on committees, working parties and the like • Develop partnerships and actively engage for profiling and addressing risks • Deliver advice and information and participate on joint initiatives, consultative and community safety committees etc

Dimensions

Decision making

- Exercises operational command and provides direction and advice to Station Officers, Captains/Deputy Captains and Firefighters/On-Call Firefighters across the diverse range of operational activities
- Applies sound judgment on deployment of resources, management of incidents, and safety
- Identifies and relays critical information and determines when to call for additional resources; and when to escalate command
- Determines priorities across Stations for operational readiness and determines and implements strategies in the management of any assigned Zone Portfolio
- Conducts audits and inspections across stations and directs rectification of issues, including safety compliance issues, and operational improvements

Reporting line: Zone Commander

Direct reports: Station Officers and Captains/Deputy Captains

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Demonstrated management and leadership, and experience in providing training in a range of practical and theoretical operational skills; together with a strong understanding of and experience in risk management, operational readiness planning and community engagement
2. Sound experience in all aspects of firefighting and other incident management techniques and operational systems; and demonstrated sound operational command experience for managing emergency incidents of a large and complex nature

Essential requirements

1. Must hold requisite licences, certifications and authorities

Capabilities for the role

The [NSW public sector 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.

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FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 Personal Attributes	Act with integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation 	Advanced
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	Adept
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements 	Adept

FOCUS CAPABILITIES






Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>People Management</p>	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths and opportunities for development Be aware of the influences of bias when managing team members Seek feedback on own management capabilities and develop strategies to address any gaps Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way Monitor and report on team performance in line with established performance development frameworks 	Adept
	Optimise Business Outcomes Manage people and resources effectively to achieve public value	<ul style="list-style-type: none"> Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context Monitor performance against standards and take timely corrective actions Keep others informed about progress and performance outcomes 	Adept

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept

Firefighter Occupation Specific Focus Capabilities

Firefighter Occupation Specific Focus Capabilities are applied at the substantive rank

Occupation Specific Focus Capabilities – FRNSW FIREFIGHTERS

Capability Group	Capability Name	Level
	Operational Expertise	Inspector
	Community Safety & Resilience	Inspector
	Emergency Management	Inspector

Inspector

Capability 1: Operational Expertise

Maintain and apply operational and technical knowledge and understanding

- Maintain knowledge and understanding to interpret, advise on and apply operational legislation, policies, protocols and guidelines; including the *Fire and Rescue NSW Act 1989*, the *State Emergency and Rescue Management Act 1989*, the NSW State Emergency Management Plan (EMPLAN); and FRNSW Standard Operational Guidelines, Commissioner's Orders and Standing Orders
- Actively participate in training and development as required by FRNSW to enhance operational expertise
- Contribute to FRNSW advancing knowledge, strategies, tactics and techniques
- Monitor the technical knowledge and capability of firefighters and station officers; and ensure integrated training and development programming across the area of responsibility
- Maintain and apply knowledge and skills to instruct, train and advise firefighters, as required, to enhance their technical knowledge and proficiency
- Maintain own capability in the range of emergency management techniques; and in the use of operational systems, tools, appliances and equipment, including personal protective gear
- Understand the principles of fire development, fire behaviour, basic chemistry, performance of fire affected buildings, and apply incident management systems
- Maintain competence in casualty assessment and care (including basic life support)

Capability 2: Community Safety and Resilience

Embed prevention and risk management for enhanced community safety and resilience as fundamental principles of duties, research, strategies, tactics policies and plans

- Maintain comprehensive understanding of the fire and other emergency risks associated with the area of responsibility
- Provide advice and information relating to actual and potential dangers to the public; and support ensuing safety measures
- Ensure community safety and resilience are at the forefront of recommendations and decisions
- Maintain understanding of the varying levels of awareness and understanding of safety across diverse communities.
- Applicable to the role, ensure the development and implementation of integrated fire and other emergency risk mitigation plans, programs, strategies and tactics for enhanced safety outcomes especially for those most at risk
- As required, participate in information sessions, presentations and safety demonstrations, meetings and other forums to engage and educate the community on fire prevention and recommended actions in the event of a situation
- Undertake / support investigations and research

Capability 3: Emergency Management

Manage emergency incidents to control the situation and minimise the impact on lives, properties and the environment

- Maintain awareness of the emergency management environment and, applicable to the role, ensure operational readiness
- Adhere to emergency management protocols; and assume command at incidents as required (particularly those involving a number of stations, where a multi-agency response is needed, where there is injury or fatality and/or where suspicious circumstances present) including:
 - developing and implementing incident safety plans
 - assessing and directing courses of action to take control of the situation
 - developing and applying incident action plans
 - supervising and directing resources
 - monitoring incident conditions
 - maintaining situational awareness; and directing actions for the safety of firefighters, the public and other emergency services personnel at the scene
 - implementing and managing systems; and directing operational communications
 - overseeing attention to casualties
 - leading initial recovery operations
 - conducting operational debriefs; and
 - initiating investigations, as required
- Determine and arrange escalations where necessary and provide associated handover briefings
- Assume functional roles within the Incident Management Team as required