

DRAFT Station Officer

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Metropolitan/Regional Operations - Various Areas, Zones and Stations
Location	Various
Classification/Grade/Band	Station Officer
Kind of Employment	Ongoing
Role Number	Various
ANZSCO Code	441212
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

Manage the station to reduce community risk and ensure operational readiness and peak performance. Implement prevention and planning activities and undertake and direct Firefighters/On-Call Firefighters in carrying out the full range of operational duties.

Statement of Duties/Accountabilities

- Lead the station's community prevention, risk reduction, planning and engagement programs and activities for **enhanced community safety and resilience**
- Attend fire and other emergency incidents providing expert knowledge and assistance commensurate with rank
- Lead and direct firefighters and resources in managing emergency incidents in accordance with protocols, orders, legislation and training
- **Plan and undertake community risk reduction and fire safety activities relevant to the station's risk profile**
- **Work with Duty Commanders to enhance performance and development conversations; and develop and implement strategies for a committed, inclusive and values-based workplace and improved employee engagement profile**
- **Contribute to the development of strategies and conduct On-Call Firefighter attraction activities**
- Lead, support, mentor and manage firefighters to optimise performance, teamwork, capability, and standards
- Provide for continual operational **improvement, assurance** and readiness of the station including:
 - conducting and arranging training activities and exercises to address gaps and maintain and enhance firefighters' skills and the capability of the station
 - managing the inspection and maintenance of appliances, vehicles, protective gear, equipment and resources (including fire hydrants)
 - Contributing to Service Plans and Continuity Plans
- Manage station administration and systems, including through the use of the Station Planning System, to ensure finances, acquisitions, assets, reports and returns meet standards and requirements

- In consultation with the Duty Commander and Manager Command Administration and Assurance, participate in and act on financial audit, reporting and compliance obligations
- **Contribute to the development and implementation of the Station Service Plan at Station and Platoon level; and the Continuity Plan covering the Station**

Key challenges

The Station Officer:

- operates in dangerous, time critical situations where lives, property and the environment may be at risk
- ensures prevention education and strategies are tailored to meet the needs of diverse local communities
- The management of emergency incidents demands critical judgement and vigilance to safety
- Firefighting can be physically and psychologically demanding, especially during protracted incidents
- The Station Officer must demonstrate obvious leadership and responsibility in all interactions and aspects of work undertaken for FRNSW

Key relationships

Who	Why
Internal	
Firefighters/On-Call Firefighters	<ul style="list-style-type: none"> • To issue clear concise instructions, information and directions • To issue training • To mentor, discuss issues, manage conflicts and seek contributions
Other Station Officers/Captains/Deputy Captains	<ul style="list-style-type: none"> • To confer and cooperate across platoons for continuity of service, issues management and coordinated approach to the administration and management of the station
Duty Commander	<ul style="list-style-type: none"> • To ensure the Duty Commander is updated on developments in the management of prevention and education activities, and operational incidents • To confer on staffing, performance and operational readiness • To seek and receive instruction and advice • To contribute to the development and implementation of Operational Improvement and Assurance strategies; the Service Plan at Station and Platoon level; and the Continuity Plan covering the Station
Communications Centres	<ul style="list-style-type: none"> • To keep continuously informed on prevention and education activities, operations and escalations
Other FRNSW directorates/personnel	<ul style="list-style-type: none"> • To deliver community risk reduction programs • To facilitate investigations • To arrange additional or specialised support and advice • To coordinate training and development of station staff
External	
Other emergency services personnel	<ul style="list-style-type: none"> • To plan and execute management of prevention and education activities, incidents and joint exercises to reduce community risks • To support prevention and education activities and emergency operations managed by other services and jurisdictions •

Members of the public, representatives of industry, community groups and government

- To render assistance
 - To manage risks, prepare plans, provide advice, present safety and prevention information and develop partnerships
-

Decision making

The Station Officer:

- exercises operational command and provides direction and advice to firefighters across the diverse range of prevention, education and operational activities
- identifies and relays critical information and determines when to call for additional resources; and when to escalate command
- determines day to day priorities in the running of the station and identifies and responds to issues affecting operational readiness and performance

Reporting line: Duty Commander

Direct reports: Firefighters/On-Call Firefighters

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Experience in all aspects of prevention, education and firefighting including pre incident planning, incident management techniques, operational systems and the ability to provide training in a range of practical and theoretical operational skills

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.

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"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Relationships</p>	<p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<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
	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate






FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Results</p>	<p>Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<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
 <p>Business Enablers</p>	<p>Finance Understand and apply financial processes to achieve value for money and minimise financial risk</p>	<ul style="list-style-type: none"> Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending Consider financial implications and value for money in making recommendations and decisions Understand how financial decisions impact the overall financial position Understand and act on financial audit, reporting and compliance obligations Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these 	Intermediate
 <p>People Management</p>	<p>Manage and Develop People Engage and motivate staff, and develop capability and potential in others</p>	<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

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
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 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	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	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	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

Occupation Specific Capabilities

Occupation Specific Capabilities are applied at the substantive rank.

Occupation Specific Capabilities – FRNSW FIREFIGHTERS

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

Station Officer

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
- Monitor and address the technical knowledge and capability of firefighters
- Maintain and apply knowledge and skills to instruct, train and advise firefighters to enhance their technical knowledge and proficiency
- Maintain own capability in the application of the range of emergency management techniques; and 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
- Maintain community safety and resilience 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 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 safety inspections, 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 initial command at incidents, 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

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