

Role Description

Command Business Support Officer



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Division/Directorate/Branch/Unit	Field Operations/Regional Operations/Metropolitan Operations
Classification/Grade/Band	Clerk Grade 3/4
Role Number	Generic
ANZSCO Code	531111
PCAT Code	1127172
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 support counter terrorism operations and lead urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Provide administrative and support services across the Zones and the Area Command to contribute to the cost effective and efficient administration and governance of the Area

Key accountabilities

- Provide administrative and support services to the Area, Zone and Station and other key portfolio administrators/managers, identifying and implementing improvements and supporting administrative components for operational improvements and assurance
- Respond to general inquiries and draft correspondence and other material, escalating as appropriate
- Administer/maintain information, databases, records and document tracking systems including receipt, registering, updating and movement and security of files, correspondence and other material
- Process a range of financial transactions including petty cash and accounts processing, preparation of purchase orders, invoice processing and assisting in tracking expenditure to support budget management across the Area
- Assist with research and analysis and present statistical and other information for inclusion in reports and to inform decision making .
- Maintain stores and special equipment as required for the Stations and the Zone and Area Command
- Provide administrative and logistic support to workshops/seminars/information sessions, working parties/meetings including arranging venues and travel/accommodation, distributing agendas, designing and preparing materials and taking, transcribing, disseminating and following-up approved minutes and action items
- Assist command based On-Call Recruitment Coordinator/s to achieve the efficient recruitment and onboarding of new On-Call Firefighters
- Assist with the administrative functions associated with major emergencies as required of the role

Key challenges

- Providing quality administrative support and service across the Area, given competing demands, shifting priorities and workload
- Managing large volumes of data and documentation, ensuring the quality, accuracy, integrity and security of the input to and output from information systems
- Must use judgment to discern problems that require escalation
- Working as part of a team, and as such is required to understand the overall work priorities of the team and will have capacity for flexibility to meet a broad range of support tasks

Key relationships

Who	Why
Internal	
Area and Zone Commanders	<ul style="list-style-type: none">• Provide consistency of service delivery, support and information, to exchange information and ongoing administrative matters• Seek advice and direction• Assist with Diary management, travel arrangements etc
Manager Command Business and Assurance Command Business and Assurance Officer	<ul style="list-style-type: none">• Seek guidance, clarify procedures, exchange information and gain a clear understanding of the overall work priorities for the Area Command• Facilitate responsible financial management
Duty Commanders, Station Officers, Captains/Deputy Captains and Firefighters Specialist areas of FRNSW	<ul style="list-style-type: none">• Provide administrative support services• Collaborate and support project, programs and significant bodies of work• Assist with logistical needs including stores and equipment• Liaise with required units to gather information, resolve queries and ensure a high level of service
Other Command Business Support Officers	<ul style="list-style-type: none">• Exchange information and ensure consistency
External	
External Stakeholders	<ul style="list-style-type: none">• Act as first point of contact for the work unit, receive enquiries, provide appropriate advice and or assistance, escalate as required
Suppliers	<ul style="list-style-type: none">• Procure necessary equipment, goods, services, stores etc

Role dimensions

Decision making

- Operates with a degree of independence within the framework, set by the Command Business and Assurance Officer, in relation to support and administrative duties and is often required to assess urgency/priority of requests
- Given the confidential and often sensitive nature of the working environment and as a first point of contact for the Area the position holder must exercise judgment in deciding what information can be released and what must be referred

Reporting line: Command Business and Assurance Officer

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Demonstrated experience in the provision of administrative and support services in a small team environment
2. Demonstrated experience in the use of business software applications and in maintaining records and information systems

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
 <p>Personal Attributes</p>	<p>Act with integrity Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
 <p>Relationships</p>	<p>Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> • Use facts to support claims • Help to find solutions that contribute to positive outcomes • Contribute to resolving differences with other staff or stakeholders • Respond to conflict without worsening the situation and refer to a supervisor where appropriate • Know when to withdraw from a conflict situation 	Foundational
 <p>Results</p>	<p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Seek clarification when unsure of work tasks • Complete own work tasks under guidance within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks 	Foundational
 <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 that government services budgets are limited and must only be used for intended purposes • Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information • Be aware of financial delegation principles and processes • Understand basic compliance obligations related to using resources and recording financial transactions 	Foundational

FOCUS CAPABILITIES



Capability group/sets	Capability name	Behavioural Indicators	Level
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none">• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks• Use available technology to improve individual performance and effectiveness• Make effective use of records, information and knowledge management functions and systems• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

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	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	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	Foundational