

Role Description

Operational Planning Officer



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Division/Branch/Unit	Strategic Capability/ Operational Assurance & Planning / Operational Planning & Service Delivery / Operational Planning Team
Classification/Grade/Band	Clerk Grade 7/8
Role Number	52012456
ANZSCO Code	224711
PCAT Code	3221392
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 advisory and support services to the Operational Planning Team Leader in relation to business continuity and business planning policy, practices and processes and support improvement initiatives and cyclical planning and reporting across the Operational Planning Team.

Key accountabilities

- Undertake project and program work on the range of functions to meet strategic organisational requirements and support the achievement of milestones
- Maintain and enhance databases and registers, IT tools, such as SharePoint, and processes in support of the Operational Planning Team.
- Support committees' and working group meetings and the Team's reporting and governance processes
- Support the Operational Planning Team Leader in the coordination of activities across the Team and communication of these activities to the organisation
- Undertake research, analysis and report writing to support the development and implementation of FRNSW's business planning system to support achievement of FRNSW's strategic objectives.
- Support the implementation of FRNSW's business continuity management system (BCMS) including delivering workshops and preparing plans and business impact assessments (BIA) and implementation of FRNSW's business planning framework including administering the quarterly reporting process for business planning.
- Contribute to the continuous improvement of business planning, business continuity and resource management issues by identifying opportunities for enhancing business processes.
- Support the utilisation and integration of planning systems throughout the organisation.
- Support the preparation of reports, briefs, and submissions to groups like the Executive Leadership Team (ELT) and the Audit and Risk Committee (ARC) to inform decision-making processes.
- Maintain an awareness of relevant policies, procedures, and regulations, including Treasury Policy Papers (TPP) in all business planning and business continuity activities.

Key challenges

- Maintain currency of knowledge of priority frameworks and projects
- Manage competing demands; simultaneously working on cross-functional projects and managing accountabilities
- Maintain confidentiality regarding internal discussions about FRNSW priorities and plans.

Key relationships

Who	Why
Internal	
Operational Planning Team Leader	<ul style="list-style-type: none">• Inform/report on the progress of projects• Receive direction and advice
Senior Project Officer within the Operational Planning Team.	<ul style="list-style-type: none">• Collaborate and share information to deliver the Team's objectives and create a positive working environment• Receive direction and advice in consultation with Team Leader
FRNSW Senior Management	<ul style="list-style-type: none">• Obtain updates and advice on the implementation of agreed actions from projects• Develop effective professional relationships internally at all levels to enlist cooperation and to seek and cooperation
Project Sponsors and other managers, and team members	<ul style="list-style-type: none">• Liaise with when seeking data, information and other materials required to undertake project work and when conducting interviews, workshops and meetings• Inform/report on progress of projects
External	
External stakeholders	<ul style="list-style-type: none">• Develop and maintain relationships with a range of stakeholders to obtain information and feedback on targeted projects and programs

Role dimensions

Decision making

- Must ensure decisions are made within the scope of the role ensuring accuracy of work to withstand review and scrutiny
- Has independence and autonomy to manage work within broad framework set by supervisor

Reporting line: Operational Planning Team Leader

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Skills and experience in one or more of the following disciplines: business planning, business continuity, performance reporting, organisational planning.

Essential requirements

1. Tertiary qualifications in a relevant discipline or equivalent relevant experience.

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</p> <p>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>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate
 <p>Results</p>	<p>Plan and Prioritise</p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> • Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural Indicators	Level
	Project Management Understand and apply effective project planning, coordination and control methods	<ul style="list-style-type: none">• Perform basic research and analysis to inform and support the achievement of project deliverables• Contribute to developing project documentation and resource estimates• Contribute to reviews of progress, outcomes and future improvements• Identify and escalate possible variances from project plans	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	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	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	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational