

Role Description

Senior Project Officer Audit and Assurance

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Division/Branch/Unit	Office of the Commissioner, Operational Improvement and Assurance
Classification/Grade/Band	Clerk Grade 9/10
Kind of Employment	Ongoing
Role Number	52012458
ANZSCO Code	599599
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 undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Facilitate the delivery and management of the FRNSW Audit and Assurance Framework to support the organisation meeting its service commitments to the community and ensuring an ongoing program of compliance and performance improvement.

Key accountabilities

- Provide expert advice on audit and assurance to support the development, promotion and implementation of the strategic Internal Audit Program; and facilitate internal business for operational and business
- Support the Manager Audit and Assurance to develop an operational assurance framework that is capable of assessing the knowledge, skills and performance of frontline staff to ensure operational readiness and improve safety.
- Lead complex and priority Audit and Assurance projects and programs, and work with FRNSW management to develop interventions and solutions for continuous strategic and operational improvement.
- Support the conduct of internal and external audits and reviews and the implementation of policies, standards and processes to introduce changes in response to audit/review outcomes
- Research, analyse, interpret, report on and respond to data insights, findings and recommendations to include in recommendations and tools for Executive Leadership Team decision-making and collaborate with the Strategy, Planning and Performance Branch where information is critical to their risk management and business and continuity planning portfolios
- In consultation with subject matter experts/managers document operational and corporate lessons, policies, protocols and standards

Key challenges

- Research and recommending best practice operational and business improvement strategies for FRNSW
- Remain abreast of operational and business management issues and examples to support improvement projects and provide integrated and convincing advice
- Manage competing demands, simultaneously working on multiple projects and ensuring high quality outcomes
- Maintain appropriate confidentiality with respect to FRNSW performance

Key relationships

Who	Why
Internal	
Assistant Commissioner Audit & Assurance, Manager Audit and Assurance	<ul style="list-style-type: none">• Notify of critical issues and propose treatment• Supporting the development of an operational assurance framework• Support the development and presentation of information required for effective executive decision making• Discuss and seek advice with respect to priorities, plans and solutions
Branch Team	<ul style="list-style-type: none">• Support delivery of priorities, including across other portfolios as required
Commanders and Managers across FRNSW	<ul style="list-style-type: none">• Consult with and support to facilitate the identification and address of quality assurance issues• Develop strong and collaborative relationships with subject matter experts to integrate their specialist advice with operational and business improvement strategies
External	
Stakeholders including other Agencies	<ul style="list-style-type: none">• Participate in information sharing and joint projects• Research and identify operational and business improvements that FRNSW may adopt or share
Consultants/contractors	<ul style="list-style-type: none">• Support and consult with key committees such as the FRNSW Audit and Risk Committee and the Finance and Performance Committee

Role dimensions

Decision making

The role operates within the endorse Audit and Assurance Framework

Identified issues of a complex or critical nature are discussed with the Manager, Audit and Assurance accompanied by recommendations that will stand up to scrutiny and are compliant with FRNSW obligations

Reporting Line: Manager Audit & Assurance

Direct Reports: One (1)

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

Demonstrated sound background in audit and assurance with a focus on highly operational environments

Essential requirements

1. Tertiary qualifications in a relevant discipline and/or 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>	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines 	Advanced
	 <p>Relationships</p>	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
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept



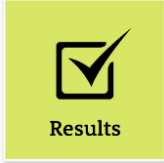

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	<p>Demonstrate Accountability</p> <p>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>Project Management</p> <p>Understand and apply effective project planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects 	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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	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	Adept
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Advanced
	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
	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	Intermediate