



RFS

BUSINESS COORDINATOR

ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate Business Unit	Various Various
Role Number	Various
Grade	RFS Level 8/9
Date of Approval	25 March 2026
Role Description Reference No.	RD9106
Website	www.rfs.nsw.gov.au

About Us

The Rural Fire Service (RFS) protects the community and our environment by minimising the impact of fire and other emergencies. Our shared vision is to provide a world standard of excellence in the provision of a volunteer-based community fire and emergency service.

The RFS is established under the Rural Fires Act 1997 and is responsible for preventing and suppressing fires in rural fire districts, as well as being the lead agency for bush firefighting across the State. The agency also operates under the *State Emergency and Rescue Management Act 1989*. For over 100 years RFS has been a significant part of the history and landscape of NSW and is widely acknowledged as the largest volunteer fire service in the world.

Fighting fires and protecting the community from emergencies is the most visible aspect of the RFS. The Service also has many responsibilities as the lead agency for bush fire management and mitigation in NSW. Working closely with other agencies, the RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Role Purpose

Provide high-level, confidential administrative, financial, and project coordination support across the Directorate to facilitate efficient, consistent, and sustainable delivery of business operations for the RFS.

Key Accountabilities

1. Manage and coordinate the collection, collation and analysis of information, preparing reports, briefings, and other written material on business unit performance, planning and decision-making, and provide recommendations to improve efficiency, cost management and service delivery.
2. Monitor and address complex and/or sensitive Ministerial, Parliamentary, and departmental enquiries, including escalated issues, ensuring timely and effective resolution.
3. Provide high-level administrative support to Directorate leaders, coordinating annual planning and committees, and monitoring, reviewing and validating quarterly reporting to achieve operational objectives.
4. Support Directorate project execution by analysing and interpreting data to inform decision-making, drive project outcomes, and ensure alignment with organisational objectives.
5. Develop, implement, review and update administrative systems and processes to ensure compliance with agency practices, policies and procedures.
6. Contribute to the development, monitoring, implementation and evaluation of administrative practices, systems and procedures to optimise efficiency, support quality outcomes, and ensure confidential and accurate records management.
7. Support directorate project planning and scheduling activities, ensuring appropriate project controls including risk, scheduling and budgetary management, are applied.
8. Support the Directorate in developing new ways of working and generating innovative ideas to support continuous improvement and operational effectiveness.

Essential Requirements

- Diploma in a relevant discipline (e.g. Business, Administration) or equivalent expertise.
- A current Driver Licence and the willingness and ability to travel.
- During periods of major operational activity, the incumbent may be required to support operational management activities consistent with their skills and background.

Key Knowledge and Experience

- Proven experience in business or executive support roles, including diary management, meeting coordination, and preparation of high-level correspondence and documentation.
- Strong understanding of administrative systems and processes, including records management, procurement, and general administration.
- Experience in coordinating projects or business initiatives, including monitoring timelines, deliverables, and stakeholder engagement.
- Demonstrated ability to work independently, manage competing priorities, and exercise sound judgement in a fast-paced environment.
- Genuine appreciation and understanding of a volunteer-based community service.

Role Dimensions

Decision Making

- The role routinely makes their own decisions concerning assigned work and related matters, operating within standards, policies, procedures and relevant legislation.
- The role seeks advice about matters that may be outside the scope of their normal activities or that might attract significant criticism or concern.
- The role is guided in its decision making by the RFS Administrative Delegations (Policy P2.1.1) and RFS Financial Delegations (Policy P4.1.1).

- Assesses priorities and escalates sensitive or high-impact matters to the Manager or Director when appropriate.
- Exercises discretion in coordinating resources, planning tasks, and managing information flow to support timely and accurate decision-making.

Reporting Line

The role reports to the relevant Line Manager or Director.

Direct Reports

The role may have direct reports.

Budget/Expenditure

Nil.

Key Relationships – Internal





Who	Why
Manager / Directorate Team	<ul style="list-style-type: none"> – Lead and provide professional guidance and development to build capability and ensure consistent quality and accessible service provision. – Set performance expectations, provide leadership, direction and support.
Executives, Directors, Managers and Supervisors	<ul style="list-style-type: none"> – Manage the flow of information; seek clarification and provide advice and responses; respond to queries, identify needs, communicate services and redirect, escalate or resolve issues. – Develop, foster and maintain effective working relationships and open channels of communication, collaborate and create buy-in. – Provide specialist advice and work in close collaboration to ensure the seamless delivery of services.
All RFS Members	<ul style="list-style-type: none"> – Develop and maintain effective working relationships and open channels of communication across the agency to effectively contribute to better outcomes for our members and the community.

Key Relationships – External

Who	Why
Other Government Departments and Emergency Services Agencies	<ul style="list-style-type: none"> – Work collaboratively to develop and communicate relevant research and practice outcomes.
External Committees	<ul style="list-style-type: none"> – Participate as a member on a number of external committees that may vary from time to time.

Capabilities for the Role

The [NSW Public Sector Capability Framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. **Focus capabilities** are considered the most important for effective performance of the role.

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

For further information regarding this role description, please contact the Recruitment Team or email Recruitment@rfs.nsw.gov.au.

