



SA COUNTRY FIRE SERVICE ROLE DESCRIPTION

JOB TITLE: Regional Operations Planning Officer CLASS: CFS Level 3 DATE: September 2020	ORGANISATION: South Australian Country Fire Service SECTION: Frontline Services TEAM: Regional Operations
This Role Reports to: Regional Commander	Reporting to this Role: Nil
Primary Purpose 1. Ensure that the region is adequately prepared to respond efficiently and effectively to incident by: - Leading the development and maintenance of operational planning within the Region including pre-incident planning, operational preparedness, incident command and control. - Assessing and identifying risks for major events, specific sites and working with Groups and Brigades to develop response plans to mitigate and manage those risks. - Liaise and coordinate with other emergency service providers and other stakeholders to ensure operational plans account for multi-agency operations. - Ensure operational plans are effectively implemented by providing training and development activities to Brigades and Groups, including the coordinating and delivering multi agency exercises. - Assist in the efficient management of the human and physical resources within the Region. 2. Contribute to the effective and efficient response to incidents as they occur by: - Supporting the Regional efforts in coordinating/supporting operational incident management and training. - Assisting with the management, leadership and support of volunteer members. - Contributing to the Regional response to incidents, including resource allocation, positioning and usage for multiple incidents. - Contributing to the information collation and dissemination across the Region and community. - Being the principle Regional contact and adviser regarding SACAD and call receipt and dispatch matters. - Undertake after action reviews to develop Lessons Learned and contribute to Doctrinal change. 3. Contribute to the general operation of CFS in the Region by: - Managing projects that develop the capacity and capability of CFS in the Region. - Representing CFS with media and on various committee's at the Regional and state level. - Supporting Groups and brigades in the Region in achieving a range of CFS requirements and goals.	

Outcomes • The Region has established risk and response plans agreed for all extreme risks across the Region. • An agreed Regional Operations Management Plan is established and reviewed annually. • The Region has pre-planned incident management teams capable of dealing with the identified risks. • Each Group within the Region has a Group Operational Management Plan agreed and reviewed annually. • Appropriate representation on committees and relevant public forums and across the wider community. • Plans for new operational risks are developed in a cooperative approach across the sector. • Effective and efficient day-to-day operational management of the Region. • Appropriate deputisation.		
Resource Management • Nil	Essential Attributes (Knowledge/Skills/Experience Requirements) • Developed interpersonal written and verbal communication skills including negotiation, conflict resolution and operating effectively in a team environment. • Experience in developing and implementing operational plans. • Experience in identifying risk and applying the appropriate risk management options and procedures. • Proven ability to work independently under broad direction only, determine priorities and organise work to meet deadlines • Proven capacity for innovative thought and action, combined with sound judgement and a logical approach to decision making • Demonstrated ability in analytical skills, including the ability to critically examine issues of some complexity and political sensitivity, and being able to provide appropriate advice and recommendation for action • Demonstrated ability to work independently under limited supervision and as a team member to produce specified quality outcomes • Ability to be flexible and adaptable in response to operational and organisational change • Ability to manage, direct, liaise and coordinate the activities of personnel in both emergency and non-emergency roles • Sound experience (at a senior level) in operating successfully in the management of state and/or regional emergency incidents • Ability to apply Occupational Health, welfare and safety principles in a planning context. • Understanding of the volunteer culture and environment	
Desirable Attributes • Demonstrated detailed knowledge as it applies to CFS in: CFS Strategic Plan; Fire and Emergency Services Act & Regulations 2005; Other relevant Government agencies and their legislation; emergency service management; Standards of Fire and emergency cover; Standard Operational Procedures; Specific risk planning; fire behaviour and science; land management principles; building fire safety; multi-level operational response; training and development. • A relevant tertiary qualification at diploma (AQF-5) or above.		

	Essential Qualifications • Nil
Key Relationships/Interactions • CFS Operations Division • Emergency services sector • South Australian Police • Other Government departments and agencies • Volunteers • Media agencies and the general public	Key Challenges • Operating in a highly public, responsible, accountable, dynamic and politically sensitive environment. • Operating within Chain of Command system. • Development and maintenance operational processes and systems to match operational risks. • Balancing demands to meet operational outcomes. • Managing, directing, liaising and coordinating the activities of officers in emergency and non-emergency roles. • Establishing close interaction with Groups, stakeholders and industry to ensure outcomes are aligned with operational requirements. • Ensuring consultation and mutually supportive relationships with all key stakeholders. • Operating in circumstances in which direction might not readily be available and requirement to take responsibility and be accountable for outcomes. • Develop plans which guide complex and difficult responses.

Employment Conditions

- Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017*, the *S.A. Public Sector Salaried Employees Interim Award* and any other applicable legislation.
- The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.
- The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent

WHS & EEO

- The incumbent is responsible and accountable for working in an equitable manner and taking reasonable care to protect his/her own health, safety and welfare and avoiding adversely affecting the health and safety of others at work by complying with WHS and EEO policies, practices and legislation.
- Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.

Customer Service

- The incumbent will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.

Special Conditions

Through the application of the Australian Inter-Agency Incident Management System (AIIMS), CFS personnel may become involved in coordinating, commanding and/or controlling the resources of the CFS (and other agencies) in the management and normalisation of emergency situations. The CFS has an Operational Rank Structure, which is based on the attainment and demonstration of operational competencies. CFS staff may be assigned to a specific rank in accordance with the CFS Operational Competency System.

- Frequent out of hours work will be required
- Occasional intra and some interstate travel necessitating overnight stays may be required
- Will be required to perform operational duties in emergency situations and participate in the State Duty Roster
- May be required to fly in a rotary or fixed wing aircraft for transport or operational purposes
- Commitment to CFS Individual Personal Development Program
- A current driver's licence is essential.
- There is a requirement for the incumbent in this role to be rostered to work on Saturday, Sundays and Public Holidays in accordance with CFS organisational requirements. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remuneration will be in accordance with the provisions contained within the *South Australian Modern Public Sector Enterprise Agreement: Salaried 2017* and the *S.A. Public Sector Salaried Employees Interim Award*.
- As part of employment within the CFS the incumbent will be required to perform operational duties during emergency situations. When undertaking operational duties the incumbent may be rostered to work on Saturday, Sundays and Public Holidays. Work performed on

any such day will constitute part of the incumbent's ordinary hours of duty and remunerated in accordance with the provisions contained within the *South Australian Modern Public Sector Enterprise Agreement: Salaried 2017* and the *S.A. Public Sector Salaried Employees Interim Award*.

Signature: **Date:**/...../.....
Delegate