South Australian Country Fire Service

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JOB TITLE:	**State Operations Officer - SOC**	**ORGANISATION:**	**SA Country Fire Service (SACFS)**
CLASS:	**ASO4**	**SECTION:**	**Strategic Operations**
ROLE NO:	**M49270/M49299/M49298/P60120 M49283/P60119/ (Casual) P51916**	**TEAM:**	**State Command and Operational Systems**
DATE:	**September 2025**		

This Role Reports to: Team Leader Operations Officer - CRD	**Reporting to this Role:** Nil

Primary Purpose of Role:

Aircraft Dispatch:

The State Operations Officer – operates as a State Airdesk Operator where they will work under the direction of the State Air Resources Coordinator (SARC) to deploy aircraft and specialist aviation personnel, resources, and equipment across the State, as required during Fire Danger Season.

- Process requests for aviation resources in accordance with state and territory operating procedures, interpreting a range of operational information, assessing operational need to suppress bushfire, and maintaining awareness of state aircraft availability to update the SARC for competing or complex requests.
- Dispatch aviation resources using the South Australian Computer-Aided Dispatch (SACAD) system, as per SACFS standard operational procedure with allocated F-CTAF and incident talk groups including maintaining records to ensure legislative compliance and agency and aviation data and system requirements are met.
- Identify fire location and proximity to resources using relevant calculations and process requests to dispatch, retain or release aircraft in consultation with the SARC in accordance with contract requirements.
- Maintain regular contact with aircraft, monitor on-ground radio communications of fire conditions and process information affecting aviation resource management including communicating fire changes and any safety concerns to aviation resources to the SARC.
- Report aircraft accidents, incidents and occurrences including commencing search and rescue procedures on behalf of the SARC as a delegated "Responsible Persons" as per Civil Aviation Safety Authority regulations.
- Ensure aviation operations are conducted safely and according to SACFS Aviation standard operational procedures.

Information dissemination:

- Maintain call routing of the Information hotline for Fire Danger Season dates, Total Fire Ban advice and update messages as emergencies arise.
- Interpret and disseminate Fire weather information and issue total fire ban advice to the media, public and other government agencies.
- Under emergency conditions issue emergency warnings and alert messages to the media and the public in times of high risk utilising the national framework.
- Undertake paging for operational and preparedness activities to ensure effective communication and coordination across the agency.

Data Quality Assurance and reporting:

- Utilise designated agency reporting incident systems and implement quality assurance processes to ensure the integrity, accuracy and reliability of incident and non-incident data including liaising with volunteers to update and verify incident reports and providing data for a range of agency and government reports and correspondence.
- Provide system specific guidance, training and technical support to CFS volunteers and staff through the AIRS hotline for incident reporting and non-incident reporting.

State Command Team Support:

- Support the functionality, operability, and equipment of the State Command Centre (SCC) and the State Command Team (SCT).
- Process, identify, and effectively label a range of operational data from digital sources, such as aerial Intelligence, and upload it into internal operational systems, enabling State and Regional Command Centers to make decisions in relation to strategic risks and threats.
- Liaise with a range of emergency services and CFS personnel, volunteers, aviation crews and other stakeholders to facilitate incident operations and maintain situational awareness across CFS operations.

CFS Training and Development:

- Assist in the development and delivery of training to staff and volunteers in agency specific operational systems.
- Assist in the development and assessment of Standard Operating Procedures and related matters that affect and/or impact on the operations of SACFS.

CFS Operational Readiness:

- Exercise autonomy in maintaining CFS operational readiness through weekly coordination of statewide on-call roster changes including notification system updates.
- Provide greater situational awareness to CFS staff & volunteers as well as partner agencies with operational information obtained from SACAD and other operational systems.
- Advise appropriate persons of Government Radio Network (GRN) and other communications maintenance and outages to maximise the efficiency of the network.
- Enact CFS TFB procedure and policy as well as carry out SCC activation procedure and policy.

Undertaking of an emergency support or incident management role, via a defined 'operational' on-call roster, with the potential to be re-called under emergency situations, to enable the provision of emergency service activities by CFS to the community. Whilst undertaking such operational roles, personnel will be required to work in emergency situations, which may include day, afternoon, night, or extended shifts.

Outcomes:

- Aircraft are used effectively to counteract bushfires and aircraft movements are tracked and documented as per regulation.
- Reports are prepared in a timely manner and quality assurance processes are implemented to maintain and process accurate and reliable incident and non-incident data.
- Provide a contingency to support CFS Operations ensuring the accurate and efficient entry of operational data.
- Input is provided into Standard Operating Procedures based on knowledge of the agency's operational systems and aircraft dispatch processes that enhance the operational effectiveness of the CFS.

- Warnings and media advice is produced within agreed time frames.
- Assist in the development of exercise material while working with Operational Systems staff in delivering training programs in a timely manner.
- The SOC provides guidance and technical support to a range of CFS staff and volunteers in the use and functions of the agency's operational systems.
- The SOC team will provide support and maintain operational readiness to the State Command Centre (SCC) and currency of statewide on-call roster.

Resource Management:

- Nil.

Desirable Attributes:

- Experience in working in a volunteer environment.
- Experience in communicating using radio systems, pagers.
- Knowledge of information technology systems and their application in a business environment.

Desirable Qualifications.

- PUA20719 Certificate II in Public Safety (Firefighting Operations) or its equivalent

or

- 22541VIC Course in Basic Wildfire Awareness or its equivalent

or

- PUAFIR204 Respond to Wildfire or its equivalent
- PUAOPE013 Operate Communication Systems and Equipment or its equivalent

Essential Attributes (Knowledge/Skills/Experience Requirements)

- Well-developed experience in sourcing, interpreting, cleansing, extracting and reporting on a range of data and information including maintaining databases and identifying and resolving data integrity issues.
- Proven interpersonal skills including the ability to negotiate and resolve conflicts and participate as a productive and willing team member.
- Proven ability to communicate effectively (verbal and written) with a wide range of internal and external stakeholders.
- Demonstrated ability to plan and cope with multiple tasks and establish priorities in meeting goals and strict time deadlines.
- Demonstrated ability to work with autonomy, exercise initiative and judgement in identifying and resolving operational issues and manage pressure, time and competing priorities in sometimes critical environments.
- Knowledge of operating and supporting colleagues in using information management systems and technology.
- Sound knowledge of emergency service operations, agency systems and processes, and skills in interpreting and reading maps.
- Knowledge of the principles of volunteerism and empathy for volunteers.
- Typing speed 30 words per minute at 98% accuracy.

Essential Qualifications:

- Nil.

Key Relationship / Interactions:

Internal:

- Volunteers
- Staff
- Aviation
- Regions
- State Command Teams
- State Training Centre

External:

- Agencies within the Emergency Services Sector
- Department of Environment and Water
- Forest Industry
- Aviation partners and bodies
- South Australian government agencies
- Government Radio Network

Key Challenges:

- Working within a confidential and politically sensitive environment.
- Maintaining knowledge in relation to emerging issues / trends in emergency services.
- Operating in a time-pressured environment.
- Balancing, assessing and deciding stakeholder competing interests.
- Maintaining knowledge of a range of IT systems and communications regimes.
- Understanding bushfire behavior and emergency incident conditions in order to provide accurate information to key stakeholders.

Employment Conditions:

Employment conditions will be governed by the *Fire and Emergency Services Act* 2005 *(SA),* the *Public Sector Act (2009),* the *South Australian Public Sector Enterprise Agreement: Salaried 2021,* 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*, SACFS Code of Conduct and Respectful Behaviours policies.

The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

Performance Development

The incumbent will be required to participate in the Agency's *Performance Review and Development Program* which will include a regular review of the incumbents' performance against responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SACFS Values and Strategic directions.

Handling of Official Information

By virtue of their duties, SACFS employees frequently access, otherwise deal with, and/or are aware of information that needs to be treated as confidential. SACFS employees will not misuse information gained in their official capacity. SACFS employees will maintain the integrity and security of official or confidential information for which they are responsible.

Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy or lawful and reasonable direction.

WHS and 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 Safety, Wellbeing and Injury Management – A Strategy for the South Australian public sector 2023-2032 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.

General Requirements:

Managers and Staff are required to work in accordance with the *Code of Ethics for South Australian Public Sector , SACFS Code of Conduct, Directives, Determinations* and *Guidelines*, and *legislative requirements* including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Building Safety Excellence in the Public Sector*
- *Return to Work Act 2014 (SA),* facilitating the recovery, maintenance or early return to work of employees with work related injury/ illness
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Disability Discrimination
- *Independent Commissioner Against Corruption Act 2012 (SA)*
- *Public Interest Disclosure Act 2019 (SA)*
- *SACFS Code of Conduct*
- *Information Privacy Principles Instruction*
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009, Fire and Emergency Services Act and Regulations*
- Relevant Australian Standards
- Duty to maintain confidentiality
- Smoke Free Workplace
- Applying the principles of the South Australian Government's *Risk Management Policy* to work as appropriate
- All employees required to complete timesheets must forward their timesheet to their line manager, within two weeks from the period worked, to enable their manager to authorise that it is a true and accurate record of hours worked by the employee.

Special Conditions

- As part of employment within the SACFS the incumbent may be required to perform Emergency Support and/or Incident Management functions 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 re munerated in accordance with the provisions contained within the *South Australian Public Sector Enterprise Agreement: Salaried 2021* and the *S.A. Public Sector Salaried Employees Interim Award* and the SACFS Staff Terms and Conditions Clause 3 Arrangement
- The incumbent may be approved to work 'Voluntary Flexible Working Arrangements'
- Frequent out of hours work may be required.
- Intrastate travel necessitating overnight stays may be required
- A current driver's license and willingness to drive is essential.
- 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. While not essential to the effective application of AIIMS, the CFS has an Operational Rank Structure, w hich 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.

SA COUNTRY FIRE SERVICE:

The SA Country Fire Service is a community-based fire and emergency service dedicated to protecting life, property, and environmental assets in rural and semi-urban South Australia. SACFS is a statutory authority reporting to the Minister for Emergency Services. The SACFS consists of approximately 13,500 volunteers and 180 Career Staff.

SACFS Values:

Our shared values confirm our common mission by promoting an agency climate where SA Community needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. SACFS strives to be the 'Employer of Choice', which reflects the diversity of our community through the recruitment and retention of a diverse range of people. These values guide our decisions and actions.

- Mutual Respect
- Adaptability and Resourcefulness
- One Team, Many Players, One Purpose
- Integrity and Trust
- Support, Friendship and Camaraderie
- Community and Our Environment
- Knowledge and Learning
- Safety
- Teamwork

Code of Ethics:

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public sector employees.

- Democratic Values - helping the government, under the law to serve the people of South Australia
- Service, Respect and Courtesy - Serving and people of South Australia
- Honesty and Integrity - Acting at all times in such a way as to uphold public trust
- Accountability - Holding ourselves accountable for everything we do
- Professional Conduct Standards - Exhibiting the highest standards of professional conduct.
- The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Diversity and Inclusion:

SACFS is committed to creating and maintaining a fair, inclusive and diverse working environment that values and utilises the contributions of all. SACFS acknowledges and supports inclusion to the extent to which the diverse mix of people are valued, respected, connected, progressive and contributing to success.

Role Description Approvals:

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: Brett Loughlin AFSM

Role Title: Chief Officer

Signature: 

Date: 17 June 2026

Incumbent Role Acceptance:

I have read and understand the responsibilities and Agency Context

Name:

Signature:

Date: