



JOB TITLE: Regional Operations Planning Officer CLASS: CFS Level 3 RANK: To be assigned by Chief Officer on recommendation of Operational Competency Assessment Centre POSITION NO.:	ORGANISATION: Justice BRANCH: South Australian Country Fire Service (CFS) SECTION: Operations TEAM: Operations Division
This Position Reports to: <ul style="list-style-type: none">Regional Commander	Positions Reporting to this Position: <ul style="list-style-type: none">Nil
Primary Purpose of Position <ul style="list-style-type: none">Lead the development and maintenance of operational plans within the Region including pre-incident planning, operational preparedness, incident command and control.Assist in the efficient management of the human and physical resources within the Region.Supports the Regional efforts in coordinating/supporting operational incident management and training.Assists with the management, leadership and support of volunteer members.Monitor and evaluate operational performance and review service delivery practices and procedures including identify opportunities for improvement.	
Outcomes <ul style="list-style-type: none">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.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.	

<p>Resource Management</p> <ul style="list-style-type: none"> • Nil 	<p>Essential Attributes (Knowledge/Skills/Experience Requirements)</p> <ul style="list-style-type: none"> • High level of interpersonal and communication (written and verbal) skills including negotiation, conflict resolution and operating as a team • 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 • Understanding of the volunteer culture and environment • Experience in managing projects.
<p>Desirable Attributes</p> <ul style="list-style-type: none"> • A relevant tertiary qualification at Degree level or above • Experience operating with large-scale multi-agency incidents • Demonstrate knowledge of and practical application of Australian Interservice Incident Management System • Experience in working in a volunteer environment • Detailed understanding of the CFS structure and CFS operations • Understanding of adult learning requirements and ability to articulate training and delivery • Experience in dealing with continuous improvement methodologies within a total quality service philosophy • Demonstrate knowledge of the principles of risk and response planning 	<p>Essential Qualifications</p> <ul style="list-style-type: none"> • A relevant tertiary qualification at diploma (AQF-5) level or above.

Key Relationships/Interactions

- CFS Operations Division
- Emergency services sector
- South Australian Police
- Department for the Environment and Heritage
- Volunteers

Key Challenges

- Active participation in establishing the requirements of PPRR across the CFS and sector, all risks approach.
- Active participation in coordination of the “Safety First” culture annual program.
- 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 a time pressured environment.
- Demonstrated understanding of the Workcover Performance Standards relating to safety management systems and risk management.

Employment Conditions

- Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, and the *SA Government Wages Parity (Salaried) Enterprise Agreement 2006*
- The incumbent will be expected to work in a manner consistent with the *Code of Conduct for South Australian Public Sector Employees*
- The incumbent must be prepared to be assigned to another position at this remuneration level or equivalent
- 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 OHS&W and EEO policies, practices and legislation
- 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

- Frequent out of hours work will be required
- Some 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 personal development
- Driver's licence

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

Operational Rank

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. CFS is a statutory authority reporting to the Minister for Emergency Services through the SAFECOM Board. The CFS consists of approximately 16,000 volunteers and 70 career staff, providing a range of fire and emergency services to all communities in the CFS area in South Australia.

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, 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.

Matrix Management

The SA Country Fire Service employees a matrix management system for the leadership and management of staff in the following service delivery Functional areas:

- Regional Prevention Services
- Regional Training Services
- Regional Operational Planning Services

While staff are assigned to specific Regions to undertake these roles (and therefore report to their Line Manager – Regional Commander), these positions are also accountable to the appropriate Functional Manager for the outcomes listed in the Functional Plan.

Line Manager – Responsible for the tactical (*day-to-day*) leadership and management of the staff member, this includes

- Performance Development & Management
- Rostering, Time Sheets, Leave Entitlements
- Regional Workload Priority Setting
- Recruitment, Retention & Replacement
- Operational Utilisation & Development

Functional Manager – Responsible for the strategic (*broad guidance*) leadership and management of the staff member, this includes

- Setting State Level Standards – Delivered at a Regional Level
- Inter-Regional & State Level Coordination
- Liaison with other Functional Areas to meet Corporate Objectives
- State Workload Priority Setting

The Functional Manager is responsible for the outcomes within the Functional area, delivered at a Regional level. This is achieved via the development of Functional Plans in close consultation with the incumbent and their Line Manager.