ACT Government
Justice and Community Safety

POSITION DESCRIPTION

Directorate: Justice and Community Safety

Division: Emergency Services Agency

Business Unit: ACT Rural Fire Service

Position Title: ACTRFS Operations Officer

Position Requirements: WWVP, Class C Drivers License, the ability to gain an MR Class Licence.

Position Number: P40573

Classification: Administrative Services Officer Class 5 (ASO5)

Location: Fairbairn, Ngunnawal Country

Last Reviewed: 28/10/2026

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister

- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

DIVISION OVERVIEW

The Emergency Services Agency (ESA) is responsible for emergency management and related support arrangements in the Territory. The Agency's four operational services are ACT Ambulance Service, ACT Fire and Rescue, ACT Rural Fire Service and the ACT State Emergency Service.

The Emergency Services Agency undertakes to:

- provide emergency services 24 hours per day every day of the year
- provide its services efficiently and effectively within resource allocations
- ensure that compliance activity meets legislative standards on all occasions
- use best practice in the provision of assistance for emergencies and the conduct of community education and awareness programs; and
- train and equip our people to maintain readiness and deliver emergency services to meet agreed standards and benchmarks.

Further information can be obtained on the ESA Website http://www.esa.act.gov.au

BUSINESS UNIT OVERVIEW

The ACTRFS is responsible for community safety, the protection of people, property and the environment from bushfire. ACTRFS provides supporting resources to the broader ESA Services to achieve integrated emergency management response. As part of its role the ACTRFS undertakes a comprehensive range of community education and awareness programs.

ACTRFS primary function is to provide a community-based service, resulting in the minimisation of preventable fire fatalities and casualties, damage to property and the environment, from bushfire. The ACTRFS manages and facilitates a strong volunteer member-base and maintains a close working relationship with the City and Environment Directorate (CED).

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, and the additional values of Emergency Services Agency as prescribed for this Directorate, as well demonstrate the related signature behaviours.

POSITION OVERVIEW

The Operations Officer (OO) supports the ACTRFS Director – Operations, in the delivery of the ACTRFS functions as outlined in the *ACT Emergencies Act (2004).*

The OO will contribute to planning, preparedness and fire response in rural areas of the ACT, through supporting the delivery of the Strategic Bushfire Management Plan, and assist with the management and operation of the ACTRFS and Brigades.

Responsibilities will include:

- Support with maintaining Service operational readiness
- Support and assist with facilities maintenance,
- Support and assist of the ACTRFS fleet and operational resources
- procurement and distribution requirements, such as Protective Personal Equipment (PPE) and Protective Personal Clothing (PPC)
- ensuring compliance and maintenance of Work Health and Safety (WHS) standards.

To be successful in the role, the Operations Officer, will be self-motivated, respond efficiently to business needs and show initiative, sound judgement, and professionalism.

Consultation with the ACTRFS volunteer membership outside normal business hours is a requirement of the role, as is interaction with JACS Capital Works & Infrastructure and other directorates of the ACT Government.

WHAT YOU WILL DO

Under the general direction of the ACTRFS Senior Operations Officer, the Operations Officer will

1. Contribute to ensuring the broader ACTRFS team maintain capability to deliver the Strategic Bushfire Management Plan.
2. Support the administrative and operational readiness of the ACTRFS to respond in a timely and effective manner to incidents. Including:
    - Maintenance of effective working partnerships with internal and external stakeholders and the ACTRFS membership
    - Co-ordination of maintenance of ACTRFS facilities in conjunction with ESA Business Units, Brigade Members and JACS Directorate

- Support of the maintenance and capability of the ACTRFS fleet providing key advice regarding fleet capability to management and stakeholders including brigade leadership, logistics and administration staff
- Support of the procurement and provision of logistics including PPE and PPC
- Maintenance of accurate records pertaining to the supply, maintenance and disposal of assets of the ACTRFS

3. Contribute to the broader ESA 'One Service' culture through development of innovative approaches, sharing expertise to maximise ACTRFS team and whole of Agency performance.
4. Undertake Incident Management roles or functions subject to appropriate qualifications working within or supporting an Incident Management Team.
5. Participate in the ACTRFS Duty Officer 'on call' roster as required.
6. Model and implement the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect, Equity and Diversity Framework.
7. Undertake other duties appropriate to this classification which contribute to the effective and efficient operation of the Agency, as directed.
8. This position does not involve direct supervision of staff.

NOTE: This position will be required to work after hours and weekends, including attending meetings, local Brigade visits and through periods of operational response.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Experience within a rural fire or similar volunteer environment in which interaction with a geographical and diverse membership is required to maintain effective working partnerships.
2. Proficiency in the field of logistics including use of ICT systems, management of stock levels, determination of fit for purpose equipment and working with suppliers.
3. Ability to contribute and support ACTRFS operational responses in a multi hazard environment.
4. Knowledge and understanding of the application of the *ACT Emergencies Act 2004* and the *Work, Health & Safety Act 20011*, in relation to a complex workforce and volunteer environment.

Behavioural Capabilities

1. Experience in building and maintaining effective internal and external stakeholder and membership engagement that results in effective partnerships and outcomes.
2. Organisational skills, including the ability to efficiently plan, coordinate projects, organise and prioritise workloads in order to meet multiple demands and deadlines within an environment of rapid change.
3. Ability to work effectively as part of a team, and also, the ability to work autonomously.

Compliance Requirements/Qualifications

1. Background and Security clearance checks will be conducted including National Police Records Check.
2. Minimum C Class driver's licence is essential, together with the ability to gain an MR Class Licence.
3. A pre-employment medical is required for all new employees. The ACTRFS also requires the successful applicant to undertake an annual fitness test for fire ground access.
4. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
5. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.
6. This position **requires** a Working with Vulnerable People registration.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of ACTRFS Operations Officer (position number ***P40573***) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never

Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	**FREQUENCY**
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally