



POSITION DESCRIPTION

Directorate: Justice and Community Safety

Position Number: P41600

Agency: ACT Emergency Services Agency

Classification: Senior Officer Grade B

Business Unit: ACT Rural Fire Service

Location: Fairbairn, ACT

Position Title: Director, Operations

Last Reviewed: 01/09/2026

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, as well as demonstrate the related signature behaviours.

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

AGENCY OVERVIEW

The ACT Emergency Services Agency (ESA) is responsible for emergency management and related support arrangements in the Territory.

The Agency's four operational services are the ACT Ambulance Service, ACT Fire & Rescue (ACTF&R), ACT Rural Fire Service (ACTRFS) and the ACT State Emergency Service (ACTSES).

The ACT ESA 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
- 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 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, and providing supporting resources to the ESA Services for an integrated emergency management response. As part of its role the ACTRFS undertakes a comprehensive range of community education and awareness programs.

ACTRFS has a prime function to provide a community-based service, which will result in the minimisation of preventable fire fatalities and casualties and the minimisation of damage of property and the environment from bushfire. The ACTRFS manages and facilitates a strong volunteer member-based organisation and maintains a close working relationship with the Environment, Planning and Sustainable Development Directorate, Parks and Conservation Service.



POSITION OVERVIEW

The Director, Operations supports the ACTRFS Chief Officer, providing leadership to the ACTRFS team and volunteer membership, to achieve delivery of the ACTRFS functions outlined in the *Emergencies Act 2004*.

The Director, Operations is primarily responsible for capability planning, preparedness and fire response in rural areas of the ACT, through management and coordination of resources. Contributing to the delivery of the Strategic Bushfire Management Plan is a key role of the Director, Operations. This includes collaborating across ACT Government Directorates regarding bushfire management, reporting to the Bushfire Council, and adherence to doctrine in the delivery of the Actions.

Leading organisational change management programs, the preparation of complex correspondence, reports and briefing material and representation of the ACTRFS at local and National forums and committees, are significant components of the role.

The Director, Operations will be highly organised with experience in leading diverse and complex teams, including engaging with volunteers to achieve core priorities. Experience in the development of business plans, project management and achievement of Service Standards is also necessary for success in this role.

The Director, Operations will be self-motivated, responding efficiently to business needs with initiative. They will demonstrate sound judgement, professionalism, and adhere to tight timeframes particularly in times of critical response.

Consultation with the ACTRFS volunteer membership outside normal business hours is a requirement of the role, as is interaction across the broader ACT Government.

The Director, Operations is responsible for the provision of high level leadership and direction to ACTRFS staff and volunteer membership.

WHAT YOU WILL DO

Under the broad direction of the ACTRFS Chief Officer, the Director, Operations will:

1. Develop and manage operational requirements of the ACTRFS including leadership of a large volunteer membership, innovative work practices, cultural change and collaboration across the ESA.
2. Provide high level leadership and management particularly with regard to service preparedness, response, and capability.
3. Implement relevant Actions of the Strategic Bushfire Management Plan and the ACT RFS business plan.



4. Develop and maintain pre-incident planning that supports the ESA emergency capability, including participation in Incident Management Team/s within competency and skill levels.
5. Ensure adherence to operational Work Health and Safety requirements across the Service.
6. Develop and maintain collaborative and professional working partnerships with all stakeholders and the ACTRFS membership, to achieve sustainable outcomes, continuous improvement and ensure optimum service delivery to the ACT community.
7. This position involves direct supervision of ACTRFS staff.
8. Model a broader ESA 'One Service' culture through support to and development of innovative approaches, sharing expertise to maximise ACTRFS team and whole of Agency performance.

NOTE: The Director, Operations 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. Demonstrated knowledge of current ACT legislation and policies relating to the provision of emergency service to the ACT Community.
2. Knowledge, experience or qualifications of bushfire behaviour, prevention and mitigation strategies.
3. Experience managing and working with a diverse volunteer workforce.

Behavioural Capabilities

1. Ability to liaise and use high level of communication and negotiation skills with a range of diverse stakeholders.
2. Strong written and verbal communication skills and the ability to prepare a range of documentation, including policy, advice and offer strategic insight.
3. Understanding of how to apply legislation, regulations and standards addressing minor and complex situations to ensure priorities are maintained.

Compliance Requirements/Qualifications

1. Background and Security clearance checks will be conducted including National Police Records Check.
2. Relevant tertiary qualifications are highly desirable.
3. A strong working knowledge of the Australasian Inter-agency Incident Management System (AIIMS) is highly desirable.



ACT
Government

Justice and Community Safety



4. Qualifications or the ability to gain qualifications to perform roles within a Level 2 or Level 3 Incident Management Team is desirable.
 5. Minimum C Class driver's licence is essential.
 6. This position requires a pre-employment medical for all new employees. The ACTRFS also requires the successful applicant to undertake an annual fitness test for fireground access.
 7. This position requires an ACT Working with Vulnerable People registration.
 8. 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.
 9. 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.
-



WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, Operations (P41600) 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)	Never
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally



Working in a call centre environment	Never
Working directly with the public	Frequently

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	Frequently
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

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

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally



Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Occasionally
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

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