



POSITION DESCRIPTION

Directorate: Justice and Community Safety

Position Number: P07995

Division: ACT Emergency Services Agency

Classification: Senior Officer Grade C (SOC)

Business Unit: ACT Rural Fire Service

Location: Fairbairn, Ngunnawal Country

Position Title: Assistant Director, Training and Membership Services

Last Reviewed: 09/09/2026

Position Requirements: WWVP, Minimum Class C Driver's licence, background and security clearance checks.

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 ACT 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 ACT Rural Fire Service is responsible for community safety and the protection of people, property and the environment from bushfire. The Service works closely with community members, volunteers and partner agencies to reduce bushfire risk and support emergency response and recovery activities.

The ACT Rural Fire Service provides a community based service focused on minimising preventable bushfire fatalities, injuries, damage to property and impacts on the environment. The Service



manages and supports a strong volunteer membership and maintains close working relationships with the Environment, Planning and Sustainable Development Directorate and other stakeholders.

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 Assistant Director Training and Membership Services supports the ACT Rural Fire Service in delivering its functions under the *Emergencies Act 2004* through the recruitment, engagement, retention and recognition of volunteers.

The Assistant Director Training and Membership Services is responsible for overseeing volunteer engagement activities across the ACT Rural Fire Service.

An important part of the portfolio is management of membership welfare and Work Health & Safety (WHS) matters such as accidents, incidents and near misses.

To be successful you will have experience in both staff and volunteer management. Effective communication and negotiation skills are critical to this role, as is the ability to build sustainable, positive, and productive working relationships.

You will be a highly organised self-starter who is able to anticipate and respond efficiently to business needs, adhere to tight timeframes, demonstrate initiative and sound judgement, displaying integrity and professionalism at all times.

As this position will work collaboratively with the Training and Membership Services team, experience in presenting and/or contributing to volunteer training, adult education and capability development programs would be an advantage.

Consultation and engagement with the volunteer membership outside normal business hours is a requirement of the role.

WHAT YOU WILL DO

Under limited direction of the ACTRFS Chief Officer the Assistant Director, Training and Membership Services will:



1. Model and promote the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and demonstrate behaviour consistent with the ACTPS Respect, Equity and Diversity Framework.
2. Provide leadership to the Training and Membership Services team through mentoring, coaching and support to foster a positive team culture, maximise performance and achieve team objectives.
3. Manage ACT Rural Fire Service volunteer capability through the development and coordination of member recruitment, onboarding, training, membership and volunteer development services across the volunteer lifecycle.
4. Coordinate work health and safety reporting, member welfare and wellbeing programs, including workers compensation, critical incident support and initiatives that support volunteer health, safety and wellbeing.
5. Develop and implement volunteer retention, recognition and engagement strategies to support a capable, sustainable and valued volunteer workforce.
6. Build and maintain productive relationships with volunteers, brigades, operational areas and key stakeholders to support effective and sustainable service delivery.
7. Prepare high-quality correspondence, reports, briefs and Service wide documentation, and ensure records are managed in accordance with the *Territory Records Act 2002*.
8. Collaborate with operational and corporate teams to support delivery of organisational priorities, strategic objectives and continuous improvement initiatives.
9. Represent the ACT Rural Fire Service at meetings, committees, forums and working groups, and contribute to corporate governance and organisational decision-making processes.
10. Contribute to emergency incidents and operational activities in accordance with responsibilities under the *Emergencies Act 2004*.
11. Undertake other duties appropriate to this classification which contribute to the effective and efficient operation of the Agency, as directed.
12. This position supervises the Training Officer and Membership Officer and is responsible for providing leadership, guidance and performance management to achieve team outcomes.

NOTE: This position will be required to work after hours and weekends, including attending meetings, local Brigade visits and through periods of operational response. Participation in the Duty Officer roster in either Service may be also be required.

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 experience leading and developing teams, including mentoring,



coaching and managing performance to achieve organisational objectives and foster a positive workplace culture.

2. Demonstrated experience in volunteer, membership or workforce management, including recruitment, onboarding, training, retention, wellbeing and recognition programs, and the ability to build effective stakeholder partnerships.
3. Demonstrated high level communication, policy and governance skills, including preparing briefs, reports and correspondence, interpreting legislation and policy, and representing an organisation at meetings, forums and committees.

Behavioural Capabilities

1. Demonstrated ability to build productive relationships by working collaboratively with volunteers, colleagues and stakeholders to achieve shared outcomes and maintain effective partnerships.
2. Demonstrated ability to deliver results by planning, prioritising and coordinating work effectively, managing competing demands and responding positively to changing priorities.
3. Demonstrated ability to model professionalism and inclusion by demonstrating the ACT Public Sector Values and signature behaviours, supporting a respectful workplace and contributing to a positive team culture.

Compliance Requirements/Qualifications

1. The successful applicant may be required to undertake occasional after-hours work and attend community events.
2. Background / Security clearance checks will be conducted
3. Driver's license 'Class C' is essential.
4. This position does not require a pre-employment medical
5. This position does require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, Training and Membership Services (P07995) 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	Never
Access to Accrued Days Off (ADO's)	Never
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)	Occasionally
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+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never



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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