



POSITION DESCRIPTION

STATION OFFICER

NATIONAL URBAN FIRE MANAGEMENT

Job Number:	Various
Business area:	Operations
Location:	Various
Reports to:	Assistant Area Manager
Version date:	October 2012

ORGANISATION CONTEXT

Fire and Emergency New Zealand is a Crown Entity established on 1 July 2017 under the Fire and Emergency Services Act 2017. The role of our new organisation is to reduce unwanted fires, respond to structural and vegetation fires and other emergencies including motor vehicle crashes, medical emergencies, hazardous substance related incidents, natural disasters and support increased community resilience.

Our new, unified organisation provides a fire and emergency service that delivers for communities, and the firefighters who serve them, now and in the future.

POSITION CONTEXT AND PURPOSE

Station Officers lead, and are a member of, a firefighter crew. They provide direction, assign work and manage fire crews in their role of reducing the incidence and consequences of fire through risk reduction and response activities, and response activities associated with other emergency incidents.

The purpose of the Station Officer role is to contribute to reducing the incidence and consequences of fire by leading a crew in undertaking fire prevention and fire loss reduction strategies within communities, maintaining a state of response readiness, undertaking response activities at a wide range of emergency incidents, and post-incident recovery and restoration of response readiness. As an Officer the role is also responsible for compliance with command and control procedures at all incidents, assuming command in single and multi-crew responses, and operating as a member of incident management teams at larger scale incidents

SCOPE OF JOB

Financial delegations:	Expenditure \$ 1,000
Staff responsibility:	Firefighter Crew

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CRITERIA FOR PROGRESSION THROUGH REMUNERATION SCALE

The following table illustrates the level of competence required in relation to each core accountability area, for progression through the first five steps of the Station Officer remuneration scale. The remuneration scale provides for annual progression, based on development up to a fully competent level across all aspects of the Station Officer position. The table depicts the level of competence required against each core accountability area for each of the progression steps, where;

- ◆ requires an individual to be able to perform some aspects of that accountability area independently, without supervision, support or guidance,
- ◆◆ requires an individual to be able to perform most aspects of that accountability area independently, without supervision, support or guidance, and
- ◆◆◆ requires an individual to be able to perform all aspects of that accountability area independently, without supervision, support or guidance.

This table should be read in conjunction with the Key Accountabilities section of this position description, which further defines which aspects of each accountability area are required to be performed independently, without supervision, support or guidance at each progression step. In the Key Accountabilities section, the coloured bars under each sub-accountability indicate at which point in a new Station Officer's development they should be able to perform that accountability to a fully competent level, without supervision, support or guidance, where light green illustrates that the Station Officer should be developing in this area, and dark green illustrates that the Station Officer should be fully competent in this area.

The year at which a new Station Officer is expected to be fully competent in each of the areas is indicated in the bar below each of the sub- accountabilities.

Accountability Area	Progression Step				
	Year 1 - 92%	Year 2 - 94%	Year 3 - 96%	Year 4 - 98%	Year 5 - 100%
Pre-Incident Preparation	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆
Incident Management	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
Post-Incident Management	◆	◆◆	◆◆	◆◆◆	◆◆◆
Community Risk Reduction	◆	◆	◆◆	◆◆	◆◆◆
Administration	◆	◆	◆	◆◆	◆◆◆
Crew Leadership, Management and Administration	◆	◆	◆◆	◆◆	◆◆◆
Training	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆

KEY ACCOUNTABILITIES & DELIVERABLES

The job holder is responsible for delivering results in the following areas:

Pre-Incident Preparation

Responsible for ensuring that their crew maintains a state of operational readiness that enables a timely and effective response to incidents:

- Ensures that their crew develop and document a comprehensive understanding of the nature and risk profile of the response area to enable an effective response.



- Contributes to organisational risk awareness through detailed understanding of their response area.



- Ensures that operational staff within their command maintain the skills necessary to perform their operational duties to the required standard.



- Ensures the testing and maintenance of all equipment to Fire and Emergency New Zealand standards to ensure it is constantly operationally ready.



- Ensures that all crew members are appropriately equipped with PPE and maintains compliance with PPE standards.



- Ensures all crew members understand and maintain a working knowledge of all relevant statutory obligations and operational procedures to ensure compliance.



- Identifies the resources required to respond effectively based on the risk profile and makes detailed submissions to secure required resources.



Incident Management

As officer in charge of a responding crew, and, in many cases, incident controller, directs the activities of other personnel to ensure safety and effective response:

- Direct activities of crew(s) at emergency incidents, including directing individuals actions in hazardous environments.



- Responsible for dynamic risk assessment and safe person concept in respect of him/herself and his/her crew.



PROUD
HISTORY
BRIGHT
FUTURE

- Perform functions of the command and control structure of an incident which can include assuming command, undertaking scene assessment, identifying projected resource needs, managing multiple crews, structuring incident ground facilities, establishing incident management teams, selecting, implementing, reviewing and changing response strategy and tactics, preparing for escalation and hand-over, co-ordinating size-up.



- Leads and tasks individuals with required activities at an emergency incidents, and where not the officer in charge, as directed by the officer in charge. This can include activities such as:
 - Fire attack/exposure protection
 - Search and rescue
 - Salvage/recommission
 - MVA extrication
 - Scene safety
 - Isolate, contain, identify, make safe and decontaminate Hazardous Substances
 - Patient Care
 - General rescue
 - Lines rescue
 - Natural disaster events
 - Medical response and medical assist



Post-Incident Management

Leads and/or contributes to post-incident response actions associated with clean-up, investigation and restoration of operational readiness:

- Leads investigation and responsible for determining initial cause of fire.



- Represents Fire and Emergency NZ in legal proceedings relating to incidents attended.



- Selects tactics to ensure scene preservation to enable fire investigation to be completed.



- Monitors and ensures ongoing safety of crew during salvage.



- Assists in providing advice and support to victims.



- Directs the clean up and recovery of the incident site and restore the fire appliance and equipment to full readiness for the next emergency, and ensures any post- incident repairs to equipment needed are carried out in a timely manner.



- Leads operational debriefing to ensure future operational effectiveness, including post-incident recording.



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- Takes actions to address firefighter welfare needs.



- Represents Fire and Emergency NZ in required stakeholder engagement including media, police, ambulance, insurance companies, TLA's, power authorities etc.



Community Risk Reduction

Establishes, implements and leads crew in executing plans and activities focused on reducing fire risk within the Brigade's response area or wider community:

- Plan and implement local annual community risk reduction plan in accordance with Area's business plan.



- Liaises with fire risk management personnel to ensure all risk reduction activities are planned and co-ordinated effectively, and to access specialist advice.



- Dealing with public enquiries and providing advice on risk reduction.



- Manage the delivery of national risk reduction initiatives and programmes at a local level including FireWise, Home Fire Safety Checks, etc.



- Working with at-risk community groups to enhance fire safety knowledge and understanding.



Administration

Leads and undertakes a range of administrative functions associated with the core roles of response readiness, incident response, risk reduction and team leadership and management:

- Maintains all relevant Fire and Emergency New Zealand databases (including the core Station Management System - SMS) related to core operational, training, risk reduction and station maintenance and management/supervision activities.



- Ensures station supplies are maintained to appropriate levels to support effective running of brigade and operational response.



- Makes effective decisions about asset use in a manner that protects their value, usefulness and durability.



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Crew Leadership, Management and Supervision

Provides supervision, management and leadership to his or her crew in a manner which maximises crew effectiveness and performance and ensures all relevant Fire and Emergency New Zealand people management obligations are met:

- Manages relationships between paid and volunteer crews to foster close co-operation and effective response.



- Contributes to inter-watch co-operation and co-ordination to ensure efficient running of station.



- Sets and communicate standards of performance and achievement and ensure an environment is created where these standards are met.



- Ensure all Human Resources policies and procedures are adhered to.



- Provide coaching, feedback and support to enable staff to achieve high levels of performance.



- Ensure early and successful resolution of disputes, grievances and performance issues.



- Ensure resources are allocated to meet work volumes.



Training

Ensures crew members receive training targeted at developing their competence and capability:

- Develops and implements a training plan for crew members that ensures they have all of the skills required to perform effectively.



- Lead crew training activities.



SAFETY, HEALTH & WELLBEING - RESPONSIBILITIES

Fulfils Fire and Emergency New Zealand Employer obligations in respect of the health and safety of his/her crew and ensures compliance with all health and safety statutory and policy accountabilities.:

- Ensuring knowledge of the Health & Safety National Policy and abiding by and actively promote its principles
- Ensuring that a safe and healthy working environment is maintained for colleagues and visitors on site, with particular emphasis on ensuring that all identified hazards are controlled, accidents and near miss incidents are managed, and employees are trained or supervised
- Monitoring the completion of all Occupational Health & Safety records and documentation for staff training, accidents, near misses, accident investigation, hazard management and health & safety

goals and objectives Managing the rehabilitation of employees as appropriate, and participating in own rehabilitation should an injury be sustained

- Any other duties consistent with the position as may be required from time to time by the Area Manager or Assistant Area Manager.

KEY RELATIONSHIPS

Internal

- Other crew and brigade members
- Other officers within Station/Area
- Volunteer brigades within Area
- Other brigades within Area
- Area Management
- Fire Risk Management Officers
- Volunteer Support Officers
- Training Officers

External

- Communities
- Community Groups
- Other Emergency Service Partners
- Building owners
- Businesses

QUALIFICATIONS, ATTRIBUTES AND EXPERIENCE

Suitable candidates will possess the following skills/attributes:

Essential

- Successful completion of all Fire and Emergency New Zealand Career TAPS Programmes up to and including
- Station Officer Level, or demonstrated competence to the same level
- Sound technical and practical skills in the management of fire risk
- Qualified Emergency Response Driver
- In-depth knowledge of sections of the Fire Service Act, Forest and Rural Fires Act, Hazardous Substances and New Organisms Act, Civil Defence and Emergency Management Act relevant to their delegated statutory authorities
- Qualified Pump Operator
- Significant knowledge and experience in applying fire suppression techniques
- Competent in the use of MS Office suite and other Fire and Emergency IT based systems and communication tools
- Maintains ability to meet prescribed fitness standards and pass regular fitness assessment
- Sound interpersonal skills and a demonstrated ability to communicate effectively with diverse audiences
- Demonstrated ability to display leadership and direction to teams and individuals in a complex and challenging environment
- Excellent understanding and knowledge of health and safety legislation and a demonstrated commitment to best practice health and safety standards in the workplace

Desirable

- Level 5 National Certificate in Fire and Rescue Services (Urban) or equivalent experience
- Level 4 National Certificate in Business (First Line Management) or equivalent experience

SUPERVISOR: Leads personnel in fulfilling roles and responsibilities to achieve required outcomes.

SELF

1. Demonstrates self awareness, reflects on own performance; identifies strengths and development needs.
2. Learns and reflects on how own behaviours and work style impact on others and on work tasks.
3. Actively seeks feedback from managers, peers and direct reports and acts upon it.
4. Sustains effort after performance setbacks; motivates the team to move forward.
5. Maintains an optimistic outlook in challenging situations; retains focus on team outcomes and overcomes significant barriers and obstacles.
6. Accepts ownership of decisions and takes responsibility for team outcomes.

INFLUENCE

1. Invites input from team and shares ownership of team outcomes.
2. Clearly communicates to the team how what they do is important to organisational objectives.
3. Communicates in an open and frank manner and builds trust amongst team members.
4. Models behaviours that are consistent with the values and practices of the organisation.
5. Shares information with team and helps others to adapt and make change work.
6. Leads team to achieve outcomes aligned to organisational objectives.

ETHICS

1. Makes decisions for the team without favouritism or bias.
2. Promotes and models ethical behaviour consistent with organisational values and code of conduct.
3. Leads by example and maintains a high level of professionalism and impartiality; expects and encourages team and peers to apply the same high standards.

RELATIONSHIPS

1. Builds relationships internally and externally and uses these to develop mutually beneficial outcomes.
2. Establishes, uses and maintains external and internal networks to achieve team goals.
3. Is aware of contentious political issues that impact on the organisation.
4. Communicates and involves the team in organisational campaigns and programmes.

STRATEGY

1. Gathers and investigates information from a variety of sources and explores new ideas and different viewpoints.
2. Understands how cultural, social, historical and political factors affect the organisation.
3. Analyses situations systematically and develops realistic solutions.
4. Translates higher level goals and outcomes into appropriate tasks for the team.
5. Understands the need to see the 'big picture' and recognises how relationships and processes fit within it.

PEOPLE

1. Trusts individuals and the team to perform.
2. Works collaboratively as part of a team.
3. Is open to the perspective of others.
4. Identifies and nurtures talent.
5. Gives timely recognition and feedback on performance and deals constructively with performance problems.
6. Works with team members to establish performance objectives.
7. Resolves inter-personnel and inter-group conflict constructively.

RESULTS

1. **Dedicated to meeting the expectations and requirements of internal and external clients.**
2. Makes sound decisions and determines a course of action for the team.
3. Establishes quality assurance measures to maintain and improve outcomes.
4. Investigates ways to improve team effectiveness and implements continuous improvement activities.
5. Integrates own knowledge and professional expertise to achieve organisational objectives to achieve results.