



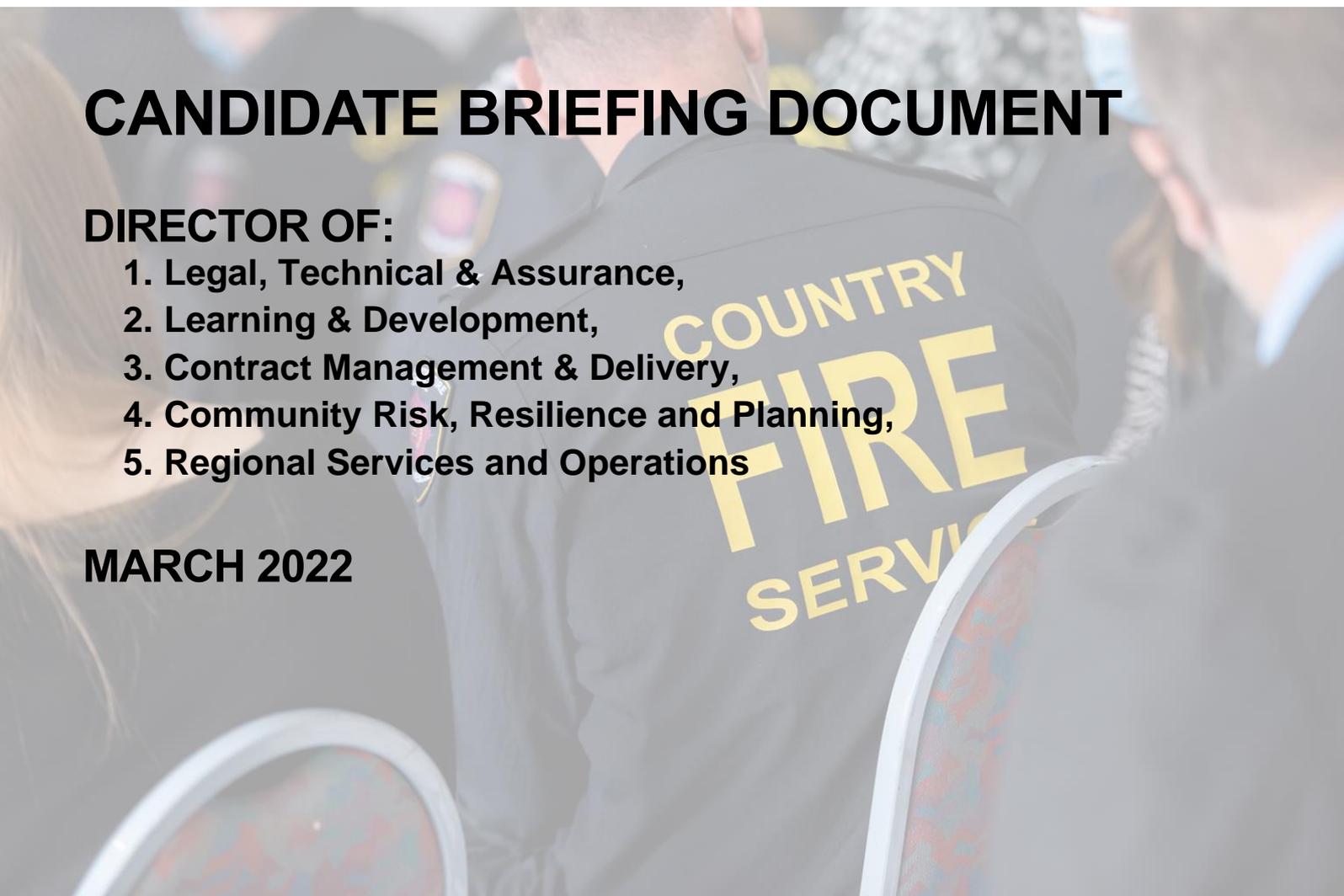
Head Office  
Level 16, 70 Franklin Street  
Adelaide 5000  
South Australia  
[www.vuca.com.au](http://www.vuca.com.au)

# CANDIDATE BRIEFING DOCUMENT

## DIRECTOR OF:

1. Legal, Technical & Assurance,
2. Learning & Development,
3. Contract Management & Delivery,
4. Community Risk, Resilience and Planning,
5. Regional Services and Operations

**MARCH 2022**





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## About the Agency

The SACFS is South Australia's largest volunteer-based organisation, providing an emergency service dedicated to protecting life, property, and environmental assets in outer metropolitan, semi-urban, regional and rural areas of South Australia.

The SACFS is not defined by bushfire alone, with a third of our work responding to vehicle related incidents, another third is structural fire, and a small but critical portion of our response work involves hazardous material threats. On average the SACFS attends over 10 000 emergency events per year.

Our Agency works with other government and private sector agencies, industry, and the community to reduce risks, control hazards, and assist in recovery programmes.

The SACFS consists of approximately 190 full-time equivalent employees, and in excess of 13 500 volunteers (firefighters, cadets, operational support) providing a range of fire and emergency services to communities across South Australia. The extraordinary contribution of our volunteers is vital in ensuring the sustainability and delivery of fire and emergency services to the communities.

In addition, we perform an important role with local government and other government agencies in fuel reduction prescribed burning activities, bushfire prevention, and community bushfire and fire safety education. The SACFS also undertakes fire safety advisory and enforcement activities, similar to the SAMFS.

Our business is predicated on risk management principles (of which safety is a key priority), and these risks are incorporated into our planning, policy, governance, and decision making.

The SACFS has a strong focus on service delivery to the community and supports communities through the delivery of community programmes and raising awareness of bushfire risk and behaviour. Increasingly the thirst for immediate and accurate public information is a priority, which the SACFS delivers through new media and improved channels of communication. In addition, we focus on the risk and capability planning, and delivery of state-of-the-art equipment, qualified training, operational improvement, and the large suite of business activities to support an evidence based and best practice approach to service delivery.

- *As CFS members, we recognise and value our role in supporting others in their time of need.*
- *We actively and positively contribute to the safety and wellbeing of South Australians, and to the economic welfare of the State.*
- *We attract and retain the best volunteers and staff possible, who are proud of their association with the Service.*
- *We value the commitment of our volunteers and staff, and want them to be enhanced by their service.*
- *We always prioritise Safety and Operational Readiness using evidence-based data, and ensure that we are ready to face all challenges.*
- *We are smart and effective at managing resources, investing wisely and managing finances prudently.*



- *We are, and will continue to be, an influential partner in emergency response policy development in Australia.*
- *We are a trusted public sector agency working in partnership across the Emergency Services Sector and the South Australian Government.*

## Our purpose

The SACFS is an all-hazards agency providing response and prevention services to bushfire and structure fires and response services to motor vehicle fires, road crash rescue and hazardous material spills.

## Our vision

A trusted and effective community-based fire and emergency service.

## Our values

- ▶ The SACFS achieve outcomes through our people.
- ▶ We do what we do because we believe in our communities.
- ▶ Our achievements are the result of working together.
- ▶ We will be judged by what we do rather than what we say.

## Our functions, objectives, and deliverables

The SACFS serves communities through dedicated volunteers delivering professional fire and rescue services to outer metropolitan, regional and rural South Australia.

Our objectives are to:

- ▶ Protect life, property and environmental assets from fire and other emergencies.
- ▶ Provide services with the aim of preventing the outbreak of fires, reducing the impact of fires, and preparing communities through comprehensive community engagement programmes.
- ▶ Provide efficient and responsive frontline services for the purpose of fighting rural and structural fires, provision of road crash and other rescues, and providing specialist response such as with hazardous material incidents.
- ▶ Provide emergency management capabilities and training together South Australian government agencies.
- ▶ Develop and maintain plans to cope with the effects of fires or emergencies.
- ▶ Provide services or support to assist with recovery in the event of a fire or other emergency.

For more information visit <https://www.cfs.sa.gov.au>





## The Advertised Roles

### DIRECTORS: MULTIPLE ROLES SOUTH AUSTRALIAN COUNTRY FIRE SERVICE (CFS)

• **LEGAL,  
TECHNICAL &  
ASSURANCE**

• **LEARNING &  
DEVELOPMENT**

• **CONTRACT  
MANAGEMENT &  
DELIVERY**

• **COMMUNITY  
RISK,  
RESILIENCE AND  
PLANNING**

• **REGIONAL  
SERVICES AND  
OPERATIONS**

Exciting opportunities to contribute to the critical emergency management work of the Country Fire Service and be part of shaping a new and exciting era for the Service.

The Country Fire Service (CFS) is often defined by its volunteer focus and support of local communities, CFS has gained state-wide, national, and international recognition, and is one of the most trusted brands within South Australia. The CFS consists of over 13,500 volunteers (firefighters, cadets, and operational support) and approximately 190 full-time staff members, providing a range of fire and emergency services to communities across South Australia.

Five exciting opportunities exist to join the CFS as a senior leader, reporting to one of two Executive Directors and contribute to the development and achievement of CFS' strategic vision, directions, and plans. Working collaboratively with key leaders and stakeholders across the agency, industry, and national emergency management network these roles are critical to the management, administration, and operations of the CFS.

Essential criteria which is consistent across all the Director roles includes:

- High level strategic planning, policy advice and innovative problem-solving skills
- Demonstrated high level interpersonal and negotiating skills
- Demonstrated capacity to work collaboratively to achieve the designated strategic agenda
- Proven experience in the ability to translate national, state and sector legislation and policy into effective action
- Demonstrated capability to actively lead, manage, monitor, and report on the performance of programs
- Continuous improvement in the planning, preparedness, and future delivery of a public service
- Sound judgement and accountability.

As a proven leader, the successful candidates will have significant experience within complex operating environments and a demonstrated track record for providing effective leadership. An ability to positively manage and influence key stakeholders to obtain the best outcomes for the community are also essential requirements of these roles. Your excellent communication skills, clear thinking and decision making will be supported by a relevant tertiary and/or post graduate qualification/s in a related discipline.



For a copy of the 2020-21 Annual Report for CFS and the essential requirements for each Position Description visit [www.vuca.com.au/CFS](http://www.vuca.com.au/CFS). For further enquiries, contact Senior Associate, Paul Bell on 0412 552 302 for a confidential discussion during business hours. Please forward your letter of application and CV in MS Word format to [CFS@vuca.com.au](mailto:CFS@vuca.com.au) quoting the position/s for which you are applying by **Sunday 10th April 2022.**

*Iworkfor.sa.gov.au job reference number 480352*

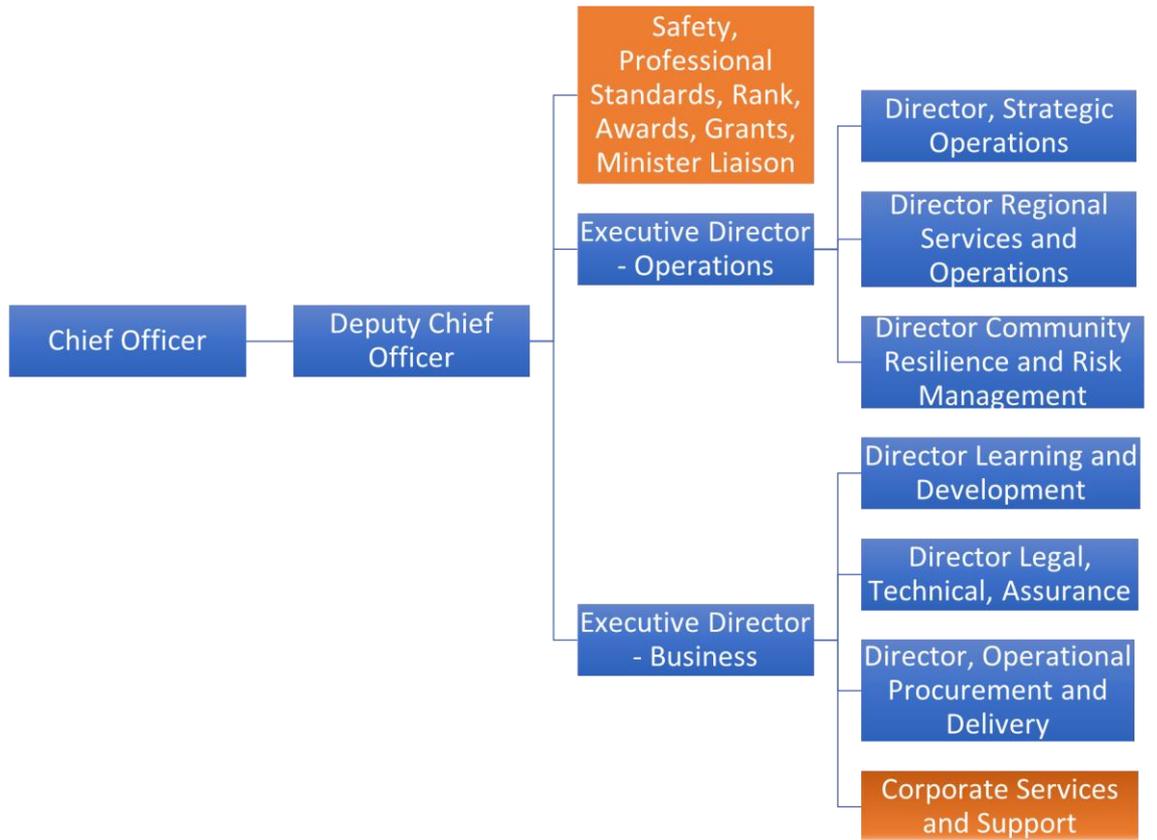


South Australian  
**Country  
Fire Service**



[cfs.sa.gov.au](http://cfs.sa.gov.au)

## CFS Senior Management Structure





## Position Descriptions

### Director – Legal, Technical & Assurance

<b>TITLE:</b> Director – Legal, Technical & Assurance <b>CLASS:</b> MAS3 <b>ROLE #:</b> <b>DATE:</b> March 2022	<b>ORGANISATION:</b> South Australian Country Fire Service <b>SECTION:</b> Legal Technical & Assurance <b>TEAM:</b> Legal, Technical & Assurance <i>Equivalent to MAS level 3, Salary range \$120K incl Super with scope for earnings potential up to \$150K dependant on operational availability.</i>
<b>This Role Reports to:</b> <ul style="list-style-type: none"> <li>Executive Director, Business</li> </ul>	<b>Roles Reporting to this Role:</b> <ul style="list-style-type: none"> <li>Assigned CFS Directorate Employees</li> </ul>
<b>Primary Purpose of Role</b> <p>The Director is accountable to the Executive Director, Business for the provision of high level strategic and policy advice on issues relating to the delivery of legal, technical, compliance and assurance programs for the SACFS. The Director will actively lead, manage, monitor, and report on the performance of legal, technical, compliance and assurance programs against budget, the SACFS strategic objectives and key performance indicators, and will provide advice on the effectiveness and future delivery of legal, compliance &amp; assurance programs for SACFS.</p>	
<b>Selection Criteria</b> <p>The claims of each applicant will be assessed against the five criteria. The capabilities or competency elements outlined under each of the main headings are not in themselves additional criteria and it is not intended that applications and assessments should address each capability. Applicants should frame their application in the context of the requirements of the position and its key outcomes. Selection committees will assess applications against the criteria below, taking into consideration the context of the position and any specific capabilities that have been identified as being relevant / necessary for the position.</p>	
<b>SACFS Leadership Selection Criteria: Core Competencies</b> Drives Business Excellence <ul style="list-style-type: none"> <li>Influences agency performance</li> <li>Predicts and plans for future agency needs</li> <li>Leads and develops people</li> <li>Builds capability and expertise</li> <li>Promotes a customer service ethos</li> <li>Directs and effectively manages resources</li> </ul> Achieves Results <ul style="list-style-type: none"> <li>Achieves and delivers results</li> <li>Drives agency effectiveness and best practice</li> <li>Exercises sound judgement</li> </ul>	Shapes Strategic Thinking and Change <ul style="list-style-type: none"> <li>Inspires and leads</li> <li>Things and acts strategically</li> <li>Leads and influences change</li> <li>Solves problems</li> </ul> Creates positive relationships and engages others <ul style="list-style-type: none"> <li>Negotiates and influences</li> <li>Manages conflict</li> <li>Promotes information sharing and the gathering of knowledge</li> <li>Communicates clearly and adapts to audience</li> </ul> Exemplifies Personal Drive and Professionalism <ul style="list-style-type: none"> <li>Models the SACFS Code of Conduct and Core Values</li> </ul>

<ul style="list-style-type: none"> <li>• Manages compliance with legislation and policy</li> <li>• Assumes Accountability</li> <li>• Evaluates</li> <li>• Applies Technical expertise</li> </ul>	<ul style="list-style-type: none"> <li>• Engages with risk and shows personal courage</li> <li>• Displays flexibility and resilience</li> <li>• Demonstrates self-awareness and a commitment to personal development</li> <li>• Promotes and integrates diversity into the workplace</li> <li>• Values wellbeing for self and others</li> </ul>
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<p><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>• Provide high level strategic and operational advice on matters relating to the delivery of legal, compliance and assurance functions for the SACFS.</li> <li>• Provide leadership in the formulation and delivery of compliance and assurance policy, procedures, strategies, and programs that impact SACFS including determining priorities, operational policies and procedures to ensure successful implementation and continuous improvement</li> <li>• Represent the Agency by participating in various committees, ensuring that agency views are accurately represented, and other parties' views are understood.</li> <li>• Ensure the delivery of relevant, timely and accurate information to meet government requirements, legislation, and statutory obligations.</li> <li>• Ensure effective use of resources within budget, focused on delivering outcomes aligned to the Strategic direction of the SACFS.</li> <li>• Initiate, manage and ensure effective working relationships with agency members facilitating the collaboration and collection of timely, relevant, and accurate information.</li> <li>• Lead and manage high performing directorate staff including workforce planning and development initiatives, addressing non-performance, and setting and maintaining a culture of high performance, professionalism, and continuous improvement.</li> <li>• As a senior leader of the SACFS leadership group, contribute to the development and achievement of the agency's strategic directions and business plans.</li> <li>• Actively promote and maintain a professional, safe, and equitable work environment by adhering to all legislative/policy requirements and implement work practices consistent with the Public Sector Act, Fire and Emergency Services Act and Regulations and all applicable guidelines and legislation, including Equal Opportunity Act, Work Health and Safety Act, State Records Act etc.</li> <li>• Establish and embed sound governance and risk management accountability across the compliance and assurance programs administered by the SACFS.</li> <li>• Build, implement and embed a quality assurance framework for SACFS.</li> <li>• Ensure the delivery of a current, tested, and compliant Business Continuity Plan for CFS.</li> </ul>
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<p><b>Resource Management</b></p> <ul style="list-style-type: none"> <li>• As per delegations.</li> </ul>	<p><b>Essential Capabilities</b></p> <ul style="list-style-type: none"> <li>• Strong strategic, analytical, evaluation, planning and innovative problem-solving skills that contribute to the delivery of successful strategies and solutions in a context that is at time ambiguous.</li> <li>• Demonstrated high level interpersonal and negotiating skills and experience in successful coaching and/or mentoring, conflict resolution and mediation and collaborating and engaging with a broad range of stakeholders to achieve the designated strategic agenda.</li> <li>• Extensive experience as a leader in legal, compliance and assurance environments characterised by high achievement, growth, equity, challenge, and safety in a complex organisation.</li> <li>• Extensive experience in initiating, planning, implementing, and delivering legal, compliance and assurance services, strategies and programs and related policy that have a significant impact beyond the organisation.</li> <li>• Demonstrated ability to work under very broad direction only, exercise significant independence, judgement, and initiative in allocating and managing resources and addressing complex strategic issues and multiple demands to achieve objectives.</li> <li>• Proven experience in the ability to translate national, state and sector legislation and policy into effective action in the compliance and assurance environments.</li> <li>• Extensive experience in managing, leading, and developing high performing teams and related workforce management initiatives to drive improvements, achieve corporate goals and ensure a collaborative teamwork approach.</li> <li>• Expert knowledge of best practice compliance and assurance frameworks, procedures and tools that leads to improvement, better outcomes, and accountability.</li> <li>• Demonstrated knowledge and commitment to promoting and creating safe and inclusive work environment, and the requirements of Equal Opportunity and Work Health and Safety legislation.</li> </ul>
<p><b>Desirable Capabilities</b></p> <ul style="list-style-type: none"> <li>• Superior ability to effectively manage a broad range of complex and sensitive issues and priorities simultaneously.</li> <li>• A comprehensive knowledge of current management philosophies, procedures and practices, organisational cultural change and emerging trends and developments in a range of areas relevant to workforce management including relevant legislation and human resource management principles and procedures.</li> <li>• Thorough understanding of the volunteer ethic and personal commitment as it applies to CFS members.</li> <li>• High level budget and resource management skills.</li> </ul>	
<p><b>Essential Qualifications</b></p> <ul style="list-style-type: none"> <li>• Appropriate tertiary qualification (degree level) in related discipline or equivalent extensive experience.</li> </ul>	

<b>Key Relationships/Interactions</b>	<b>Key Challenges</b>
<p>Internal</p> <ul style="list-style-type: none"><li>• CFS Executive, Directors, Regional Commanders and CFS staff.</li><li>• CFS Volunteers.</li></ul> <p>External</p> <ul style="list-style-type: none"><li>• CFS Volunteer Association.</li><li>• PSA</li><li>• SAFECOM, MFS, SES, SAPOL, SAAS.</li><li>• Australasian Fire and Emergency Service Authorities Council, (AFAC), AFAC member agencies, personnel, and committees.</li><li>• External stakeholders and suppliers.</li><li>• Other government departments and agencies.</li></ul>	<ul style="list-style-type: none"><li>• Operating in a highly public, responsible, accountable, dynamic, and politically sensitive environment</li><li>• Operating in circumstances in which direction might not readily be available and requirement to take responsibility</li><li>• Technologically evolving and demanding context</li><li>• Monitoring contemporary industry standards, trends, and technologies</li></ul>

### **Employment Conditions**

Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017*, the *S.A. Public Sector Salaried Employees Interim Award* and any other applicable legislation. The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.

The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

### **Performance Development**

The incumbent will be required to participate in the Agency's Performance Review and Development Program, which will include a regular review of the incumbents' performance against responsibilities, and key result areas associated with their position and a requirement to demonstrate appropriate behaviours that reflect a commitment to SACFS Values and strategic directions.

### **Handling of Official Information**

By virtue of their duties, SACFS employees frequently access, otherwise deal with, and/or are aware of information that needs to be treated as confidential.

SACFS employees will not misuse information gained in their official capacity.

SACFS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### **WHS & EEO**

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 WHS and EEO policies, practices, and legislation.

Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.

### **Customer Service**

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.

### **General Requirements**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance, or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).

- > *Disability Inclusion Act 2018 (SA)*
- > *Independent Commissioner Against Corruption Act 2012 (SA).*
- > *Public Interest Disclosure Act 2019 (SA).*
- > Information Privacy Principles Instruction.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, Fire and Emergency Services Act and Regulations
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > All employees required to complete timesheets must forward their timesheet to their line manager, within two weeks from the period worked, to enable their manager to authorise that this is a true and accurate record of hours worked by the employee

### **Special Conditions**

Through the application of the Australian Inter-Agency Incident Management System (AIIMS), SACFS personnel may become involved in coordinating, commanding and/or controlling the resources of the SACFS (and other agencies) in the management and normalisation of emergencies. The SACFS has an Operational Rank Structure, which is based on the attainment and demonstration of operational competencies. SACFS staff may be assigned to a specific rank in accordance with the SACFS Operational Competency System.

- There is a requirement for the incumbent in this role to be rostered to work on Saturday, Sundays, and Public Holidays in accordance with SACFS organisational requirements. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remuneration will be in accordance with the provisions contained within the South Australian Modern Public Sector Enterprise Agreement: Salaried 2017 and the S.A. Public Sector Salaried Employees Interim Award.
- As part of employment within the SACFS, the incumbent will be required to perform operational duties during emergencies. When undertaking operational duties, the incumbent may be rostered to work on Saturday, Sundays, and Public Holidays. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remunerated in accordance with the provisions contained within the South Australian Modern Public Sector Enterprise Agreement: Salaried 2017 and the S.A. Public Sector Salaried Employees Interim Award.
- The incumbent may be approved to work 'Voluntary Flexible Working Arrangements'.
- Frequent out of hours work may be required. Intrastate travel necessitating overnight stays may be required.
- A current driver's licence and willingness to drive is essential.
- There is a requirement to perform operational duties in emergencies and a willingness to fly in a rotary or fixed wing aircraft for transport or operational duties.

## **SA COUNTRY FIRE SERVICE**

The SA Country Fire Service (SACFS) is a community-based fire and emergency service dedicated to protecting life, property, and environmental assets in rural and semi-urban South Australia. SACFS is a statutory authority reporting to the Minister for Emergency Services. The SACFS consists of approximately 13,500 volunteers and 180 career staff.

### **SACFS Values**

Our shared values confirm our common mission by promoting an agency climate where SA Community needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff.

SACFS strives to be the 'Employer of Choice', which reflects the diversity of our community through the recruitment and retention of a diverse range of people. These values guide our decisions and actions.

- Mutual Respect
- Adaptability and Resourcefulness
- One Team, Many Players, One Purpose
- Integrity and Trust
- Support, Friendship and Camaraderie
- Community and Our Environment
- Knowledge and Learning
- Safety
- Teamwork

### **Code of Ethics**

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public sector employees:

Democratic Values – helping the government, under the law to serve the people of South Australia.

Service, Respect and Courtesy – Serving and people of South Australia

Honesty and Integrity – Acting at all times in such a way as to uphold public trust

Accountability – Holding ourselves accountable for everything we do.

Professional Conduct Standards – Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

### **Diversity and Inclusion**

SACFS is committed to creating and maintaining a fair, inclusive and diverse working environment that values and utilises the contributions of all. SACFS acknowledges and supports inclusion to the extent to which the diverse mix of people are valued, respected, connected, progressing and contributing to success.



## Director – Learning and Development

<b>TITLE:</b> Director – Learning and Development <b>CLASS:</b> MAS3 <b>ROLE #:</b> <b>DATE:</b> MARCH 2022	<b>ORGANISATION:</b> South Australian Country Fire Service <b>SECTION:</b> Learning & Development <b>TEAM:</b> Learning & Development <i>Equivalent to MAS level 3, Salary range \$120K incl Super with scope for earnings potential up to \$150K dependant on operational availability.</i>
<b>This Role Reports to:</b> <ul style="list-style-type: none"> <li>Executive Director, Business</li> </ul>	<b>Roles Reporting to this Role:</b> <ul style="list-style-type: none"> <li>Assigned CFS Directorate Employees</li> </ul>
<b>Primary Purpose of Role</b> The Director is accountable to the Executive Director, Business for the provision of high level strategic and policy advice on issues relating to the delivery of learning and development programs for the SACFS. The Director will actively lead, manage, monitor, and report on the performance of learning and development programs against budget, the SACFS strategic objectives and key performance indicators, and will provide advice on the effectiveness and future delivery of learning, training, and development programs for SACFS.	
<b>Selection Criteria</b> The claims of each applicant will be assessed against the five criteria. The capabilities or competency elements outlined under each of the main headings are not in themselves additional criteria and it is not intended that applications and assessments should address each capability. Applicants should frame their application in the context of the requirements of the position and its key outcomes. Selection committees will assess applications against the criteria below, taking into consideration the context of the position and any specific capabilities that have been identified as being relevant / necessary for the position.	
<b>SACFS Leadership Selection Criteria: Core Competencies</b> Drives Business Excellence <ul style="list-style-type: none"> <li>Influences agency performance</li> <li>Predicts and plans for future agency needs</li> <li>Leads and develops people</li> <li>Builds capability and expertise</li> <li>Promotes a customer service ethos</li> <li>Directs and effectively manages resources</li> </ul> Achieves Results <ul style="list-style-type: none"> <li>Achieves and delivers results</li> <li>Drives agency effectiveness and best practice</li> <li>Exercises sound judgement</li> <li>Manages compliance with legislation and policy</li> <li>Assumes Accountability</li> <li>Evaluates</li> <li>Applies Technical expertise</li> </ul>	Shapes Strategic Thinking and Change <ul style="list-style-type: none"> <li>Inspires and leads</li> <li>Things and acts strategically</li> <li>Leads and influences change</li> <li>Solves problems</li> </ul> Creates positive relationships and engages others <ul style="list-style-type: none"> <li>Negotiates and influences</li> <li>Manages conflict</li> <li>Promotes information sharing and the gathering of knowledge</li> <li>Communicates clearly and adapts to audience</li> </ul> Exemplifies Personal Drive and Professionalism <ul style="list-style-type: none"> <li>Models the SACFS Code of Conduct and Core Values</li> <li>Engages with risk and shows personal courage</li> <li>Displays flexibility and resilience</li> <li>Demonstrates self-awareness and a commitment to personal development</li> <li>Promotes and integrates diversity into the workplace</li> <li>Values wellbeing for self and others</li> </ul>

## Outcomes

- Provide high level strategic and operational advice on matters relating to the delivery of training and development functions for the SACFS.
- Provide leadership in the formulation and delivery of training and development policy, strategies and programs that impact SACFS including determining priorities, operational policies, and procedures to ensure successful implementation and continuous improvement
- Represent the Agency by participating in various committees, ensuring that agency views are accurately represented, and other parties' views are understood.
- Ensure the delivery of relevant, timely and accurate information to meet government requirements, legislation, and statutory obligations.
- Ensure effective use of resources within budget, focused on delivering outcomes aligned to the Strategic direction of the SACFS.
- Initiate, manage and ensure effective working relationships with agency members facilitating the collaboration and collection of timely, relevant, and accurate information.
- Lead and manage high performing directorate staff including workforce planning and development initiatives, addressing non-performance, and setting and maintaining a culture of high performance, professionalism, and continuous improvement.
- As a senior leader of the SACFS leadership group, contribute to the development and achievement of the agency's strategic directions and business plans.
- Actively promote and maintain a professional, safe, and equitable work environment by adhering to all legislative/policy requirements and implement work practices consistent with the Public Sector Act, Fire and Emergency Services Act and Regulations and all applicable guidelines and legislation, including Equal Opportunity Act, Work Health and Safety Act, State Records Act etc.
- Establish and embed sound governance and risk management accountability across the training and development programs administered by the SACFS.
- Build on and embed the incident management training program for SACFS personnel and provide expert advice and recommendations on incident management training frameworks and programs.

<p><b>Resource Management</b></p> <ul style="list-style-type: none"> <li>As per delegations.</li> </ul>	<p><b>Essential Capabilities</b></p> <ul style="list-style-type: none"> <li>Strong strategic, analytical, evaluation, planning and innovative problem-solving skills that contribute to the delivery of successful strategies and solutions in a context that is at time ambiguous.</li> <li>Demonstrated high level interpersonal and negotiating skills and experience in successful coaching and/or mentoring, conflict resolution and mediation and collaborating and engaging with a broad range of stakeholders to achieve the designated strategic agenda.</li> <li>Extensive experience as a leader in development and learning environments characterised by high achievement, growth, equity, challenge, and safety in a complex organisation.</li> <li>Extensive experience in initiating, planning, implementing, and delivering training and development frameworks, strategies and programs and related policy that have a significant impact beyond the organisation.</li> <li>Demonstrated ability to work under very broad direction only, exercise significant independence, judgement, and initiative in allocating and managing resources and addressing complex strategic issues and multiple demands to achieve objectives.</li> <li>Proven experience in the ability to translate national, state and sector legislation and policy into effective action in the training and development environment.</li> <li>Extensive experience in managing, leading, and developing high performing teams and related workforce management initiatives to drive improvements, achieve corporate goals and ensure a collaborative teamwork approach.</li> <li>Expert knowledge of best practice Training and Development theory and tools that leads to training improvement, better outcomes, and accountability.</li> <li>Demonstrated knowledge and commitment to promoting and creating safe and inclusive work environment, and the requirements of Equal Opportunity and Work Health and Safety legislation.</li> </ul>
<p><b>Desirable Capabilities</b></p> <ul style="list-style-type: none"> <li>Superior ability to effectively manage a broad range of complex and sensitive issues and priorities simultaneously.</li> <li>A comprehensive knowledge of current management philosophies, procedures and practices, organisational cultural change and emerging trends and developments in a range of areas relevant to workforce management including relevant legislation and human resource management principles and procedures.</li> <li>Thorough understanding of the volunteer ethic and personal commitment as it applies to CFS members.</li> <li>High level budget and resource management skills.</li> </ul> <p><b>Desirable Qualifications</b></p> <ul style="list-style-type: none"> <li>Cert IV in Public Safety (Firefighting Supervision) or Cert III in Public Safety (Firefighting Operations) or equivalent, or equivalent experience.</li> </ul>	
<p><b>Essential Qualifications</b></p> <ul style="list-style-type: none"> <li>Appropriate tertiary qualification (degree level) in related discipline or equivalent extensive experience.</li> </ul>	

### Key Relationships/Interactions

#### Internal

- CFS Executive, Directors, Regional Commanders and CFS staff.
- CFS Volunteers.

#### External

- CFS Volunteer Association.
- PSA
- SAFECOM, MFS, SES, SAPOL, SAAS.
- Australasian Fire and Emergency Service Authorities Council, (AFAC), AFAC member agencies, personnel, and committees.
- External stakeholders and suppliers.
- Other government departments and agencies.

### Key Challenges

- Operating in a highly public, responsible, accountable, dynamic, and politically sensitive environment.
- Operating in circumstances in which direction might not readily be available and requirement to take responsibility.
- Technologically evolving and demanding context.
- Monitoring contemporary industry standards, trends, and technologies.

### **Employment Conditions**

Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017*, the *S.A. Public Sector Salaried Employees Interim Award* and any other applicable legislation. The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.

The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

### **Performance Development**

The incumbent will be required to participate in the Agency's Performance Review and Development Program, which will include a regular review of the incumbents' performance against responsibilities, and key result areas associated with their position and a requirement to demonstrate appropriate behaviours that reflect a commitment to SACFS Values and strategic directions.

### **Handling of Official Information**

By virtue of their duties, SACFS employees frequently access, otherwise deal with, and/or are aware of information that needs to be treated as confidential.

SACFS employees will not misuse information gained in their official capacity.

SACFS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### **WHS & EEO**

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 WHS and EEO policies, practices and legislation.

Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.

### **Customer Service**

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.

### **General Requirements**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance, or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).

- > *Disability Inclusion Act 2018 (SA)*
- > *Independent Commissioner Against Corruption Act 2012 (SA).*
- > *Public Interest Disclosure Act 2019 (SA).*
- > Information Privacy Principles Instruction.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, Fire and Emergency Services Act and Regulations
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > All employees required to complete timesheets must forward their timesheet to their line manager, within two weeks from the period worked, to enable their manager to authorise that this is a true and accurate record of hours worked by the employee

### **Special Conditions**

Through the application of the Australian Inter-Agency Incident Management System (AIIMS), SACFS personnel may become involved in coordinating, commanding and/or controlling the resources of the SACFS (and other agencies) in the management and normalisation of emergencies. The SACFS has an Operational Rank Structure, which is based on the attainment and demonstration of operational competencies. SACFS staff may be assigned to a specific rank in accordance with the SACFS Operational Competency System.

- There is a requirement for the incumbent in this role to be rostered to work on Saturday, Sundays, and Public Holidays in accordance with SACFS organisational requirements. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remuneration will be in accordance with the provisions contained within the South Australian Modern Public Sector Enterprise Agreement: Salaried 2017 and the S.A. Public Sector Salaried Employees Interim Award.
- As part of employment within the SACFS, the incumbent will be required to perform operational duties during emergencies. When undertaking operational duties, the incumbent may be rostered to work on Saturday, Sundays and Public Holidays. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remunerated in accordance with the provisions contained within the South Australian Modern Public Sector Enterprise Agreement: Salaried 2017 and the S.A. Public Sector Salaried Employees Interim Award.
- The incumbent may be approved to work 'Voluntary Flexible Working Arrangements'.
- Frequent out of hours work may be required. Intrastate travel necessitating overnight stays may be required.
- A current driver's licence and willingness to drive is essential.
- There is a requirement to perform operational duties in emergencies and a willingness to fly in a rotary or fixed wing aircraft for transport or operational duties.

## SA COUNTRY FIRE SERVICE

The SA Country Fire Service (SACFS) is a community-based fire and emergency service dedicated to protecting life, property, and environmental assets in rural and semi-urban South Australia. SACFS is a statutory authority reporting to the Minister for Emergency Services. The SACFS consists of approximately 13,500 volunteers and 180 career staff.

### SACFS Values

Our shared values confirm our common mission by promoting an agency climate where SA Community needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff.

SACFS strives to be the 'Employer of Choice', which reflects the diversity of our community through the recruitment and retention of a diverse range of people. These values guide our decisions and actions.

- Mutual Respect
- Adaptability and Resourcefulness
- One Team, Many Players, One Purpose
- Integrity and Trust
- Support, Friendship and Camaraderie
- Community and Our Environment
- Knowledge and Learning
- Safety
- Teamwork

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public sector employees:

Democratic Values – helping the government, under the law to serve the people of South Australia.

Service, Respect and Courtesy – Serving and people of South Australia

Honesty and Integrity – Acting at all times in such a way as to uphold public trust

Accountability – Holding ourselves accountable for everything we do.

Professional Conduct Standards – Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

### Diversity and Inclusion

SACFS is committed to creating and maintaining a fair, inclusive and diverse working environment that values and utilises the contributions of all. SACFS acknowledges and supports inclusion to the extent to which the diverse mix of people are valued, respected, connected, progressing and contributing to success.



## Director – Contract Management & Delivery

<b>TITLE: Director Contract Management &amp; Delivery</b> <b>CLASS: MAS3</b> <b>ROLE #:</b> <b>DATE: MARCH 2022</b>	<b>ORGANISATION: South Australian Country Fire Service</b> <b>SECTION: Business</b> <b>TEAM: Contract Management, Procurement &amp; Delivery</b> <i>Equivalent to MAS level 3, Salary range \$120K incl Super with scope for earnings potential up to \$150K dependant on operational availability.</i>
<b>This Role Reports to:</b> <ul style="list-style-type: none"> <li>Executive Director, Business</li> </ul>	<b>Roles Reporting to this Role:</b> <ul style="list-style-type: none"> <li>Assigned CFS Directorate Employees</li> </ul>
<b>Primary Purpose of Role</b> <p>The Director is accountable to the Executive Director, Business, for the provision of high level strategic and policy advice on issues relating to the strategic procurement, contract management and delivery of required goods and services for the SACFS. The Director will actively lead, manage, monitor, and report on the performance of procurement, contracts and delivery programs against budget, the SACFS strategic objectives and key performance indicators, and will provide advice on the effectiveness and future procurements, contracts and delivery of goods and services for SACFS.</p>	
<b>Selection Criteria</b> <p>The claims of each applicant will be assessed against the five criteria. The capabilities or competency elements outlined under each of the main headings are not in themselves additional criteria and it is not intended that applications and assessments should address each capability. Applicants should frame their application in the context of the requirements of the position and its key outcomes. Selection committees will assess applications against the criteria below, taking into consideration the context of the position and any specific capabilities that have been identified as being relevant / necessary for the position.</p>	
<b>SACFS Leadership Selection Criteria: Core Competencies</b> <b>Drives Business Excellence</b> <ul style="list-style-type: none"> <li>Influences agency performance</li> <li>Predicts and plans for future agency needs</li> <li>Leads and develops people</li> <li>Builds capability and expertise</li> <li>Promotes a customer service ethos</li> <li>Directs and effectively manages resources</li> </ul> <b>Achieves Results</b> <ul style="list-style-type: none"> <li>Achieves and delivers results</li> <li>Drives agency effectiveness and best practice</li> <li>Exercises sound judgement</li> <li>Manages compliance with legislation and policy</li> <li>Assumes Accountability</li> <li>Evaluates</li> <li>Applies Technical expertise</li> </ul>	<b>Shapes Strategic Thinking and Change</b> <ul style="list-style-type: none"> <li>Inspires and leads</li> <li>Things and acts strategically</li> <li>Leads and influences change</li> <li>Solves problems</li> </ul> <b>Creates positive relationships and engages others</b> <ul style="list-style-type: none"> <li>Negotiates and influences</li> <li>Manages conflict</li> <li>Promotes information sharing and the gathering of knowledge</li> <li>Communicates clearly and adapts to audience</li> </ul> <b>Exemplifies Personal Drive and Professionalism</b> <ul style="list-style-type: none"> <li>Models the SACFS Code of Conduct and Core Values</li> <li>Engages with risk and shows personal courage</li> <li>Displays flexibility and resilience</li> <li>Demonstrates self-awareness and a commitment to personal development</li> <li>Promotes and integrates diversity into the workplace</li> <li>Values wellbeing for self and others</li> </ul>

## Outcomes

- Provide high level strategic and operational advice on matters relating to the procurement and delivery of goods and services for the SACFS.
- Provide leadership in the formulation and delivery of procurement policy, management of internal contracts, strategies and programs that impact SACFS including determining priorities, operational policies, and procedures to ensure successful implementation and continuous improvement.
- Represent the Agency by participating in various committees, ensuring that agency views are accurately represented, and other parties' views are understood.
- Ensure the delivery of relevant, timely and accurate information to meet government requirements, legislation, and statutory obligations.
- Ensure effective use of resources within budget, focused on delivering outcomes aligned to the Strategic direction of the SACFS.
- Initiate, manage and ensure effective working relationships with agency members facilitating the collaboration and collection of timely, relevant, and accurate information.
- Lead and manage high performing directorate staff including workforce planning and development initiatives, addressing non-performance, and setting and maintaining a culture of high performance, professionalism, and continuous improvement.
- As a senior leader of the SACFS leadership group, contribute to the development and achievement of the agency's strategic directions and business plans.
- Actively promote and maintain a professional, safe, and equitable work environment by adhering to all legislative/policy requirements and implement work practices consistent with the Public Sector Act, Fire and Emergency Services Act and Regulations and all applicable guidelines and legislation, including Equal Opportunity Act, Work Health and Safety Act, State Records Act etc.
- Establish and embed sound governance and risk management accountability across the contract, procurement and delivery programs administered by the SACFS.

<p><b>Resource Management</b></p> <ul style="list-style-type: none"> <li>As per delegations.</li> </ul>	<p><b>Essential Capabilities</b></p> <ul style="list-style-type: none"> <li>Strong strategic, analytical, evaluation, planning and innovative problem-solving skills that contribute to the delivery of successful strategies and solutions in a context that is at time ambiguous.</li> <li>Demonstrated high level interpersonal and negotiating skills and experience in successful coaching and/or mentoring, conflict resolution and mediation and collaborating and engaging with a broad range of stakeholders to achieve the designated strategic agenda.</li> <li>Extensive experience as a leader in high value procurement environments characterised by high achievement, growth, equity, challenge, and safety in a complex organisation.</li> <li>Extensive experience in initiating, planning, implementing, and delivering procurement and contract management services, strategies and programs and related policy that have a significant impact beyond the organisation.</li> <li>Demonstrated ability to work under very broad direction only, exercise significant independence, judgement, and initiative in allocating and managing resources and addressing complex strategic issues and multiple demands to achieve objectives.</li> <li>Proven experience in the ability to translate national, state and sector legislation and policy into effective action in the contract, procurement, and delivery environment.</li> <li>Extensive experience in managing, leading, and developing high performing teams and related workforce management initiatives to drive improvements, achieve corporate goals and ensure a collaborative teamwork approach.</li> <li>Expert knowledge of best practice contract management, project management and tools that leads to procurement and contract improvement, better outcomes, and accountability.</li> <li>Demonstrated knowledge and commitment to promoting and creating safe and inclusive work environment, and the requirements of Equal Opportunity and Work Health and Safety legislation.</li> </ul>
<p><b>Desirable Capabilities</b></p> <ul style="list-style-type: none"> <li>Superior ability to effectively manage a broad range of complex and sensitive issues and priorities simultaneously</li> <li>A comprehensive knowledge of current management philosophies, procedures and practices, organisational cultural change and emerging trends and developments in a range of areas relevant to workforce management including relevant legislation and human resource management principles and procedures.</li> <li>Thorough understanding of the volunteer ethic and personal commitment as it applies to CFS members.</li> <li>High level budget and resource management skills.</li> </ul>	
<p><b>Essential Qualifications</b></p> <ul style="list-style-type: none"> <li>Appropriate tertiary qualification (degree level) in related discipline or equivalent extensive experience.</li> </ul>	



### **Key Relationships/Interactions**

#### Internal

- CFS Executive, Directors, Regional Commanders, and staff.
- CFS Volunteers.

#### External

- CFS Volunteer Association.
- PSA
- SAFECOM, MFS, SES. SAPOL, SAAS.
- Australasian Fire and Emergency Service Authorities Council, (AFAC), AFAC member agencies, personnel, and committees.
- External stakeholders and suppliers.
- Other government departments and agencies.

### **Key Challenges**

- Operating in a highly public, responsible, accountable, dynamic, and politically sensitive environment.
- Operating in circumstances in which direction might not readily be available and requirement to take responsibility.
- Technologically evolving and demanding context.
- Monitoring contemporary industry standards, trends, and technologies.

### **Employment Conditions**

Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017*, the *S.A. Public Sector Salaried Employees Interim Award* and any other applicable legislation.

The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.

The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

### **Performance Development**

The incumbent will be required to participate in the Agency's Performance Review and Development Program, which will include a regular review of the incumbents' performance against responsibilities, and key result areas associated with their position and a requirement to demonstrate appropriate behaviours that reflect a commitment to SACFS Values and strategic directions.

### **Handling of Official Information**

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SACFS employees will not misuse information gained in their official capacity.

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### **WHS & EEO**

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 WHS and EEO policies, practices, and legislation.

Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.

### **Customer Service**

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.

### **General Requirements**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance, or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).

## SA COUNTRY FIRE SERVICE

The SA Country Fire Service (SACFS) is a community-based fire and emergency service dedicated to protecting life, property and environmental assets in rural and semi-urban South Australia. SACFS is a statutory authority reporting to the Minister for Emergency Services. The SACFS consists of approximately 13,500 volunteers and 180 career staff.

### SACFS Values

Our shared values confirm our common mission by promoting an agency climate where SA Community needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff.

SACFS strives to be the 'Employer of Choice', which reflects the diversity of our community through the recruitment and retention of a diverse range of people. These values guide our decisions and actions.

- Mutual Respect
- Adaptability and Resourcefulness
- One Team, Many Players, One Purpose
- Integrity and Trust
- Support, Friendship and Camaraderie
- Community and Our Environment
- Knowledge and Learning
- Safety
- Teamwork

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public sector employees:

Democratic Values – helping the government, under the law to serve the people of South Australia;

Service, Respect and Courtesy – Serving and people of South Australia

Honesty and Integrity – Acting at all times in such a way as to uphold public trust

Accountability – Holding ourselves accountable for everything we do.

Professional Conduct Standards – Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

### Diversity and Inclusion

SACFS is committed to creating and maintaining a fair, inclusive and diverse working environment that values and utilises the contributions of all. SACFS acknowledges and supports inclusion to the extent to which the diverse mix of people are valued, respected, connected, progressing and contributing to success.



## Director – Community Risk, Resilience and Planning

<b>TITLE:</b> Director – Community Risk, Resilience and Planning <b>CLASS:</b> MAS3 <b>ROLE #:</b> <b>DATE:</b> Feb 2022	<b>ORGANISATION:</b> South Australian Country Fire Service <b>SECTION:</b> Community Risk, Resilience and Planning <b>TEAM:</b> Community Risk, Resilience and Planning <i>Equivalent to MAS level 3, Salary range \$120K incl Super with scope for earnings potential up to \$150K dependant on operational availability.</i>
<b>This Role Reports to:</b> <ul style="list-style-type: none"> <li>Executive Director, Operations</li> </ul>	<b>Roles Reporting to this Role:</b> <ul style="list-style-type: none"> <li>Assigned CFS Directorate Employees</li> </ul>
<b>Primary Purpose of Role</b> The Director is accountable to the Executive Director, Operations for the provision of high level strategic and policy advice on issues relating to the delivery of community risk, resilience and planning services and programs for the SACFS. The Director will actively lead, manage, monitor, and report on the performance of community risk, resilience and planning services and programs against budget, the SACFS strategic objectives and key performance indicators, and will provide advice on the effectiveness and future delivery of community risk, resilience and planning services and programs for SACFS.	
<b>Selection Criteria</b> The claims of each applicant will be assessed against the five criteria. The capabilities or competency elements outlined under each of the main headings are not in themselves additional criteria and it is not intended that applications and assessments should address each capability. Applicants should frame their application in the context of the requirements of the position and its key outcomes. Selection committees will assess applications against the criteria below, taking into consideration the context of the position and any specific capabilities that have been identified as being relevant / necessary for the position.	
<b>SACFS Leadership Selection Criteria: Core Competencies</b> Drives Business Excellence <ul style="list-style-type: none"> <li>Influences agency performance</li> <li>Predicts and plans for future agency needs</li> <li>Leads and develops people</li> <li>Builds capability and expertise</li> <li>Promotes a customer service ethos</li> <li>Directs and effectively manages resources</li> </ul> Achieves Results <ul style="list-style-type: none"> <li>Achieves and delivers results</li> <li>Drives agency effectiveness and best practice</li> <li>Exercises sound judgement</li> <li>Manages compliance with legislation and policy</li> <li>Assumes Accountability</li> <li>Evaluates</li> <li>Applies Technical expertise</li> </ul>	Shapes Strategic Thinking and Change <ul style="list-style-type: none"> <li>Inspires and leads</li> <li>Things and acts strategically</li> <li>Leads and influences change</li> <li>Solves problems</li> </ul> Creates positive relationships and engages others <ul style="list-style-type: none"> <li>Negotiates and influences</li> <li>Manages conflict</li> <li>Promotes information sharing and the gathering of knowledge</li> <li>Communicates clearly and adapts to audience</li> </ul> Exemplifies Personal Drive and Professionalism <ul style="list-style-type: none"> <li>Models the SACFS Code of Conduct and Core Values</li> <li>Engages with risk and shows personal courage</li> <li>Displays flexibility and resilience</li> <li>Demonstrates self-awareness and a commitment to personal development</li> <li>Promotes and integrates diversity into the workplace</li> <li>Values wellbeing for self and others</li> </ul>

## Outcomes

- Provide high level strategic and operational advice on matters relating to the delivery of community risk, resilience and planning functions for the SACFS.
- Provide leadership in the formulation and delivery of community risk, resilience and planning services, strategies and programs that impact SACFS including determining priorities, operational policies, and procedures to ensure successful implementation and continuous improvement.
- Represent the Agency by participating in various committees, ensuring that agency views are accurately represented, and other parties' views are understood.
- Ensure the delivery of relevant, timely and accurate information to meet government requirements, legislation, and statutory obligations.
- Ensure effective use of resources within budget, focused on delivering outcomes aligned to the Strategic direction of the SACFS.
- Initiate, manage and ensure effective working relationships with agency members facilitating the collaboration and collection of timely, relevant, and accurate information.
- Lead and manage high performing directorate staff including workforce planning and development initiatives, addressing non-performance, and setting and maintaining a culture of high performance, professionalism, and continuous improvement.
- As a senior leader of the SACFS leadership group, contribute to the development and achievement of the agency's strategic directions and business plans.
- Actively promote and maintain a professional, safe, and equitable work environment by adhering to all legislative/policy requirements and implement work practices consistent with the Public Sector Act, Fire and Emergency Services Act and Regulations and all applicable guidelines and legislation, including Equal Opportunity Act, Work Health and Safety Act, State Records Act etc.
- Establish and embed sound governance and risk management accountability across the community risk, resilience and planning programs administered by the SACFS.

<p><b>Resource Management</b></p> <ul style="list-style-type: none"> <li>As per delegations.</li> </ul>	<p><b>Essential Capabilities</b></p> <ul style="list-style-type: none"> <li>Strong strategic, analytical, evaluation, planning and innovative problem-solving skills that contribute to the delivery of successful strategies and solutions in a context that is at time ambiguous.</li> <li>Demonstrated high level interpersonal and negotiating skills and experience in successful coaching and/or mentoring, conflict resolution and mediation and collaborating and engaging with a broad range of stakeholders to achieve the designated strategic agenda.</li> <li>Extensive experience as a leader in community risk, resilience and planning environments characterised by high achievement, growth, equity, challenge, and safety in a complex organisation.</li> <li>Extensive experience in initiating, planning, implementing, and delivering community risk, resilience and planning services, strategies and programs and related policy that have a significant impact beyond the organisation.</li> <li>Demonstrated ability to work under very broad direction only, exercise significant independence, judgement, and initiative in allocating and managing resources and addressing complex strategic issues and multiple demands to achieve objectives.</li> <li>Proven experience in the ability to translate national, state and sector legislation and policy into effective action in community risk, resilience and planning environments.</li> <li>Extensive experience in managing, leading, and developing high performing teams and related workforce management initiatives to drive improvements, achieve corporate goals and ensure a collaborative teamwork approach.</li> <li>Expert knowledge of best practice community services and programs that leads to improvement, better outcomes, and accountability.</li> <li>Demonstrated knowledge and commitment to promoting and creating safe and inclusive work environment, and the requirements of Equal Opportunity and Work Health and Safety legislation.</li> </ul> <p><b>Essential Qualifications</b></p> <ul style="list-style-type: none"> <li>Appropriate tertiary qualification (degree level) in related discipline or equivalent extensive experience.</li> </ul>
<p><b>Desirable Capabilities</b></p> <ul style="list-style-type: none"> <li>Superior ability to effectively manage a broad range of complex and sensitive issues and priorities simultaneously</li> <li>A comprehensive knowledge of current management philosophies, procedures and practices, organisational cultural change and emerging trends and developments in a range of areas relevant to workforce management including relevant legislation and human resource management principles and procedures.</li> <li>Thorough understanding of the volunteer ethic and personal commitment as it applies to CFS members.</li> <li>High level budget and resource management skills.</li> </ul>	
<p><b>Desirable Qualifications</b></p> <ul style="list-style-type: none"> <li>Nil</li> </ul>	

### **Key Relationships/Interactions**

#### Internal

- CFS Executive, Directors, Regional Commanders and CFS staff.
- CFS Volunteers.

#### External

- CFS Volunteer Association.
- PSA
- SAFECOM, MFS, SES, SAPOL, SAAS.
- Australasian Fire and Emergency Service Authorities Council, (AFAC), AFAC member agencies, personnel, and committees.
- External stakeholders and suppliers.
- Other government departments and agencies.

### **Key Challenges**

- Operating in a highly public, responsible, accountable, dynamic and politically sensitive environment.
- Operating in circumstances in which direction might not readily be available and requirement to take responsibility.
- Technologically evolving and demanding context.
- Monitoring contemporary industry standards, trends, and technologies.

### **Employment Conditions**

Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017*, the *S.A. Public Sector Salaried Employees Interim Award* and any other applicable legislation.

The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.

The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

### **Performance Development**

The incumbent will be required to participate in the Agency's Performance Review and Development Program, which will include a regular review of the incumbents' performance against responsibilities, and key result areas associated with their position and a requirement to demonstrate appropriate behaviours that reflect a commitment to SACFS Values and strategic directions.

### **Handling of Official Information**

By virtue of their duties, SACFS employees frequently access, otherwise deal with, and/or are aware of information that needs to be treated as confidential.

SACFS employees will not misuse information gained in their official capacity.

SACFS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### **WHS & EEO**

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 WHS and EEO policies, practices, and legislation.

Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.

### **Customer Service**

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.

### **General Requirements**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
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- > Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).

- > *Disability Inclusion Act 2018*
- > *Independent Commissioner Against Corruption Act 2012 (SA).*
- > *Public Interest Disclosure Act 2019 (SA).*
- > Information Privacy Principles Instruction.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, Fire and Emergency Services Act and Regulations
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > All employees required to complete timesheets must forward their timesheet to their line manager, within two weeks from the period worked, to enable their manager to authorise that this is a true and accurate record of hours worked by the employee

### **Special Conditions**

Through the application of the Australian Inter-Agency Incident Management System (AIIMS), SACFS personnel may become involved in coordinating, commanding and/or controlling the resources of the SACFS (and other agencies) in the management and normalisation of emergencies. The SACFS has an Operational Rank Structure, which is based on the attainment and demonstration of operational competencies. SACFS staff may be assigned to a specific rank in accordance with the SACFS Operational Competency System.

- There is a requirement for the incumbent in this role to be rostered to work on Saturday, Sundays and Public Holidays in accordance with SACFS organisational requirements. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remuneration will be in accordance with the provisions contained within the South Australian Modern Public Sector Enterprise Agreement: Salaried 2017 and the S.A. Public Sector Salaried Employees Interim Award.
- As part of employment within the SACFS, the incumbent will be required to perform operational duties during emergencies. When undertaking operational duties, the incumbent may be rostered to work on Saturday, Sundays and Public Holidays. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remunerated in accordance with the provisions contained within the South Australian Modern Public Sector Enterprise Agreement: Salaried 2017 and the S.A. Public Sector Salaried Employees Interim Award.
- The incumbent may be approved to work 'Voluntary Flexible Working Arrangements'.
- Frequent out of hours work may be required. Intrastate travel necessitating overnight stays may be required.
- A current driver's licence and willingness to drive is essential.
- There is a requirement to perform operational duties in emergencies and a willingness to fly in a rotary or fixed wing aircraft for transport or operational duties.



## SA COUNTRY FIRE SERVICE

The SA Country Fire Service (SACFS) is a community-based fire and emergency service dedicated to protecting life, property and environmental assets in rural and semi-urban South Australia. SACFS is a statutory authority reporting to the Minister for Emergency Services. The SACFS consists of approximately 13,500 volunteers and 180 career staff.

### SACFS Values

Our shared values confirm our common mission by promoting an agency climate where SA Community needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff.

SACFS strives to be the 'Employer of Choice', which reflects the diversity of our community through the recruitment and retention of a diverse range of people. These values guide our decisions and actions.

- Mutual Respect
- Adaptability and Resourcefulness
- One Team, Many Players, One Purpose
- Integrity and Trust
- Support, Friendship and Camaraderie
- Community and Our Environment
- Knowledge and Learning
- Safety
- Teamwork

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public sector employees:

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Accountability – Holding ourselves accountable for everything we do.

Professional Conduct Standards – Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

### Diversity and Inclusion

SACFS is committed to creating and maintaining a fair, inclusive and diverse working environment that values and utilises the contributions of all. SACFS acknowledges and supports inclusion to the extent to which the diverse mix of people are valued, respected, connected, progressing and contributing to success.



## Director – Regional Services and Operations

<b>TITLE:</b> Director – Regional Services and Operations <b>CLASS:</b> MAS3 <b>ROLE #:</b> <b>DATE:</b> March 2022	<b>ORGANISATION:</b> South Australian Country Fire Service <b>SECTION:</b> Regional Services and Operations <b>TEAM:</b> Regional Services and Operations <i>Equivalent to MAS level 3, Salary range \$120K incl Super with scope for earnings potential up to \$150K dependant on operational availability.</i>
<b>This Role Reports to:</b> <ul style="list-style-type: none"> <li>Executive Director, Operations</li> </ul>	<b>Roles Reporting to this Role:</b> <ul style="list-style-type: none"> <li>Assigned CFS Directorate Employees</li> </ul>
<b>Primary Purpose of Role</b> The Director is accountable to the Executive Director, Operations for the provision of high level strategic and policy advice on issues relating to the delivery of regional services and operations for the SACFS. The Director will actively lead, manage, monitor, and report on the performance of regional services and operations against budget, the SACFS strategic objectives and key performance indicators, and will provide advice on the effectiveness and future delivery of regional services and operations for SACFS.	
<b>Selection Criteria</b> The claims of each applicant will be assessed against the five criteria. The capabilities or competency elements outlined under each of the main headings are not in themselves additional criteria and it is not intended that applications and assessments should address each capability. Applicants should frame their application in the context of the requirements of the position and its key outcomes. Selection committees will assess applications against the criteria below, taking into consideration the context of the position and any specific capabilities that have been identified as being relevant / necessary for the position.	
<b>SACFS Leadership Selection Criteria: Core Competencies</b> Drives Business Excellence <ul style="list-style-type: none"> <li>Influences agency performance</li> <li>Predicts and plans for future agency needs</li> <li>Leads and develops people</li> <li>Builds capability and expertise</li> <li>Promotes a customer service ethos</li> <li>Directs and effectively manages resources</li> </ul> Achieves Results <ul style="list-style-type: none"> <li>Achieves and delivers results</li> <li>Drives agency effectiveness and best practice</li> <li>Exercises sound judgement</li> <li>Manages compliance with legislation and policy</li> <li>Assumes Accountability</li> <li>Evaluates</li> <li>Applies Technical expertise</li> </ul>	Shapes Strategic Thinking and Change <ul style="list-style-type: none"> <li>Inspires and leads</li> <li>Things and acts strategically</li> <li>Leads and influences change</li> <li>Solves problems</li> </ul> Creates positive relationships and engages others <ul style="list-style-type: none"> <li>Negotiates and influences</li> <li>Manages conflict</li> <li>Promotes information sharing and the gathering of knowledge</li> <li>Communicates clearly and adapts to audience</li> </ul> Exemplifies Personal Drive and Professionalism <ul style="list-style-type: none"> <li>Models the SACFS Code of Conduct and Core Values</li> <li>Engages with risk and shows personal courage</li> <li>Displays flexibility and resilience</li> <li>Demonstrates self-awareness and a commitment to personal development</li> <li>Promotes and integrates diversity into the workplace</li> <li>Values wellbeing for self and others</li> </ul>

## Outcomes

- Provide high level strategic and operational advice on matters relating to the delivery of regional services and operational functions for the SACFS.
- Provide leadership in the formulation and delivery of regional services, operations, strategies, and programs that impact SACFS including determining priorities, operational policies and procedures to ensure successful implementation and continuous improvement.
- Represent the Agency by participating in various committees, ensuring that agency views are accurately represented, and other parties' views are understood.
- Ensure the delivery of relevant, timely and accurate information to meet government requirements, legislation, and statutory obligations.
- Ensure effective use of resources within budget, focused on delivering outcomes aligned to the Strategic direction of the SACFS.
- Initiate, manage and ensure effective working relationships with agency members facilitating the collaboration and collection of timely, relevant, and accurate information.
- Lead and manage high performing directorate staff including workforce planning and development initiatives, addressing non-performance, and setting and maintaining a culture of high performance, professionalism, and continuous improvement
- As a senior leader of the SACFS leadership group, contribute to the development and achievement of the agency's strategic directions and business plans.
- Actively promote and maintain a professional, safe, and equitable work environment by adhering to all legislative/policy requirements and implement work practices consistent with the Public Sector Act, Fire and Emergency Services Act and Regulations and all applicable guidelines and legislation, including Equal Opportunity Act, Work Health and Safety Act, State Records Act etc.
- Establish and embed sound governance and risk management accountability across regional services and operations administered by the SACFS.
- Build, implement and embed an effective regional structure that supports the delivery of regional services, operations, and programs across CFS.

<p><b>Resource Management</b></p> <ul style="list-style-type: none"> <li>• As per delegations.</li> </ul>	<p><b>Essential Capabilities</b></p> <ul style="list-style-type: none"> <li>• Strong strategic, analytical, evaluation, planning and innovative problem-solving skills that contribute to the delivery of successful strategies and solutions in a context that is at time ambiguous.</li> <li>• Demonstrated high level interpersonal and negotiating skills and experience in successful coaching and/or mentoring, conflict resolution and mediation and collaborating and engaging with a broad range of stakeholders to achieve the designated strategic agenda.</li> <li>• Extensive experience as a leader in operational environments characterised by high achievement, growth, equity, challenge, and safety in a complex organisation.</li> <li>• Extensive experience in initiating, planning, implementing, and delivering regional services, operations, strategies and programs and related policy that have a significant impact beyond the organisation.</li> <li>• Demonstrated ability to work under very broad direction only, exercise significant independence, judgement, and initiative in allocating and managing resources and addressing complex strategic issues and multiple demands to achieve objectives.</li> <li>• Proven experience in the ability to translate national, state and sector legislation and policy into effective action in operational environments.</li> <li>• Extensive experience in managing, leading, and developing high performing teams and related workforce management initiatives to drive improvements, achieve corporate goals and ensure a collaborative teamwork approach.</li> <li>• Expert knowledge of best practice emergency response activities and operations that leads to improvement, better outcomes, and accountability.</li> <li>• Demonstrated knowledge and commitment to promoting and creating safe and inclusive work environment, and the requirements of Equal Opportunity and Work Health and Safety legislation.</li> </ul> <p><b>Essential Qualifications</b></p> <ul style="list-style-type: none"> <li>• Appropriate tertiary qualification (degree level) in related discipline or equivalent extensive experience.</li> <li>• Level 2 Incident Controller</li> </ul>
<p><b>Desirable Capabilities</b></p> <ul style="list-style-type: none"> <li>• Superior ability to effectively manage a broad range of complex and sensitive issues and priorities simultaneously</li> <li>• A comprehensive knowledge of current management philosophies, procedures and practices, organisational cultural change and emerging trends and developments in a range of areas relevant to workforce management including relevant legislation and human resource management principles and procedures.</li> <li>• Thorough understanding of the volunteer ethic and personal commitment as it applies to CFS members.</li> <li>• High level budget and resource management skills.</li> </ul>	
<p><b>Desirable Qualifications</b></p> <ul style="list-style-type: none"> <li>• Accredited as level 3 Incident Controller or willingness to undertake.</li> </ul>	

### **Key Relationships/Interactions**

#### Internal

- CFS Executive, Directors, Regional Commanders and CFS staff.
- CFS Volunteers.

#### External

- CFS Volunteer Association.
- PSA
- SAFECOM, MFS, SES, SAPOL, SAAS.
- Australasian Fire and Emergency Service Authorities Council, (AFAC), AFAC member agencies, personnel, and committees.
- External stakeholders and suppliers.
- Other government departments and agencies.

### **Key Challenges**

- Operating in a highly public, responsible, accountable, dynamic, and politically sensitive environment.
- Operating in circumstances in which direction might not readily be available and requirement to take responsibility.
- Technologically evolving and demanding context.
- Monitoring contemporary industry standards, trends, and technologies.

### **Employment Conditions**

Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017*, the *S.A. Public Sector Salaried Employees Interim Award* and any other applicable legislation.

The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.

The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

### **Performance Development**

The incumbent will be required to participate in the Agency's Performance Review and Development Program, which will include a regular review of the incumbents' performance against responsibilities, and key result areas associated with their position and a requirement to demonstrate appropriate behaviours that reflect a commitment to SACFS Values and strategic directions.

### **Handling of Official Information**

By virtue of their duties, SACFS employees frequently access, otherwise deal with, and/or are aware of information that needs to be treated as confidential.

SACFS employees will not misuse information gained in their official capacity.

SACFS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy or lawful and reasonable direction.

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## Living & Working in Adelaide, South Australia

Adelaide is one of the most liveable cities on the planet. It is well known for its arts festivals, fine foods and wine, retail and dining experience and spirit of entrepreneurship and innovation. It has an advanced economy, world class universities and a flourishing multicultural heritage. Adelaide is the traditional home of the Kaurna people and has a strong indigenous culture today

### LIFESTYLE

Adelaide is known for its **Mediterranean style climate**, where the weather is pleasant and moderate most of the year. Year-round big blue skies mean average winter temperatures of 16 degrees Celsius (°C) and 28°C in summer. Hot days can be real sizzlers and easily reach 40°C though!

Adelaide is a city that offers the physical and emotional space to breathe. There is a sense of freedom here – of expression, of movement, of thought. With a **diverse and eclectic array of accessible experiences**, it's a city that allows time for immersion, paired with a sense of space and freedom that actively encourages true indulgence.

The Adelaide Hills which are home to many villages, towns, wildlife parks and natural resources to explore, are less than half an hour drive from the City Centre. You'll never be far away from some of the most **pristine beaches** and water sanctuaries in the world, with almost 30km of beaches bordering Adelaide. Our beaches are famous for the beautiful waters and wide sandy foreshores. Beachside areas like Glenelg, Brighton and Henley Beach are only 15 minute drives from the City and offer **cosmopolitan hearts with retail and dining opportunities**. Within short drives from the city centre are Port Willunga where you can scuba dive in natural and man-made reefs, Port

Adelaide where you can frolic with dolphins and St Kilda where you can wander the mangroves and natural reserves, also home to Dolphins and other Australian fauna.

A number of international measures rate metropolitan Adelaide highly for liveability, quality of life and cost of living. The Economic Intelligence Unit undertakes an annual Liveability Ranking and Overview of 140 cities around the world and Adelaide has in recent years consistently ranked 5th in the world. The Property Council of Australia undertakes its own annual survey on liveability of Australia's top 10 biggest cities. In this survey Adelaide is ranked second only to Canberra, our nation's capital, and above all other capital cities. The Mercer Quality of Living Survey compares global cities and is primarily used to inform multi-national companies regarding optimal office locations and employee conditions. Adelaide was most recently listed as 29th in the World and has consistently ranked highly in this survey. Mercer's Cost of Living Report measures the comparative cost of over 100 items and Adelaide continues to outperform other Australian Capital Cities in this report

### REGIONAL EXPERIENCE:

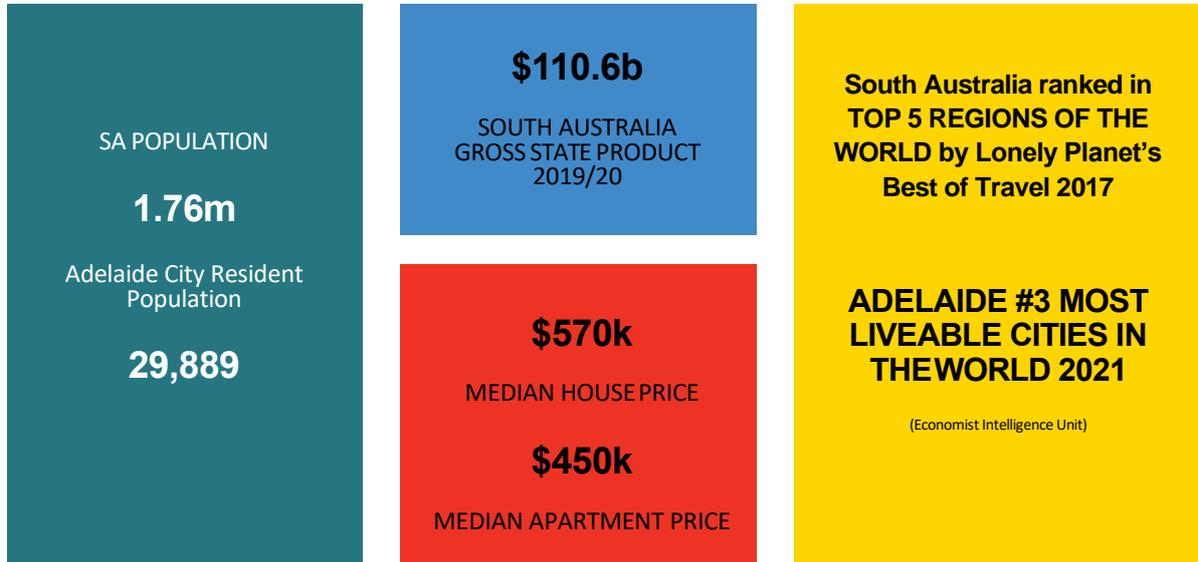
**The regions surrounding Adelaide offer a unique experience with gourmet food offerings, internationally renowned wine, villages to explore and wildlife and natural attractions.**

Adelaide is a city that lives well beyond its conveniently designed square mile epicentre, flowing seamlessly into world-famous wine and food regions such as Barossa, just an hour's drive north, or coastal escapes in the Fleurieu or Yorke Peninsula. You'll be spoilt for choice.

Travel another hour north and you'll reach the Clare Valley, which is famous for its Rieslings. The Adelaide Hills has some stunning whites and there's McLaren Vale and Langhorne Creek on the Fleurieu Peninsula – about an hour's drive south of the city. Drive yourself or join a guided tour of Adelaide and its surrounds - the choice is yours. Take a road trip and discover the reds from the Coonawarra on the Limestone Coast.

Kangaroo Island is an iconic destination, just two hours' drive and a short ferry ride south of Adelaide. It has pristine beaches, unique wildlife, awesome sunsets and fantastic food and wine.

## South Australia & Adelaide, Fast Facts



### One of the world's most liveable cities

Adelaide offers a relaxed, easy-going lifestyle, and is rated as one of the top 3 liveable cities in the world (Economist Intelligence Unit). It is located in a beautiful region of South Australia, which is also ranked in the top 5 of the world's regions.

### Australia's most affordable mainland capital

Your money will go much further in Adelaide. Studies show it costs 21% more to live in Melbourne and 23% more to live in Sydney than Adelaide. Adelaide is around 4% cheaper than Brisbane and Perth (2016 Economist Intelligence Unit), meaning you will have more money to discover Australia during your weekends and holidays.





## Contact Information

For a confidential discussion regarding the Director positions, please contact VUCA Senior Associate, **Mr Paul Bell** on **0412 552 302**

*Applications, **INCLUDING CLEAR IDENTIFICATION OF THE ROLE YOU ARE APPLYING** for along with your current CV and a letter of introduction are to be forwarded in Word format to [cfs@vuca.com.au](mailto:cfs@vuca.com.au)*

**Applications close Sunday 10<sup>th</sup> April 2022**

## Important Information

Please note that VUCA Trusted Advisors believes that while the information contained in this document is true to the best of the Company's knowledge at the time of writing, such information may change without notice. Further, the information herein is the property of the Company and must not be published or attributed unless explicitly agreed.

