

Role Description

Senior Principal Planning Officer



Cluster	Justice
Agency	Fire and Rescue NSW (FRNSW)
Division/Directorate/Branch/Unit	Strategic Capability/Operational Capability/ Capability Management/Planning
Classification/Grade/Band	Clerk Grade 11/12
Kind of Employment	Ongoing
Role Number	52012361
ANZSCO Code	531111
PCAT Code	1119192
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Provide high-level specialist and strategic advice and advocacy on complex planning issues and regulations to provide a sound basis for operational and organisational decisions and directions.

~~Provide specialist advice and advocacy to improve the quality, level of input, response and coordination of the Operational Capability strategic planning function.~~

Key accountabilities

- Lead and undertake research, analysis and review of complex policy issues, and developing evidence-based options and strategies, to ensure planning issues are resolved and risks are mitigated
- Provide expert advice and information to Senior Executives on strategic planning issues, to inform and support service delivery and future organisational needs. Specifically, represent the organisation on State Planning Committees
- Lead the development and implementation of planning strategies in consultation with key stakeholders to support sound policy decisions and approaches
- Provide verbal and written advice to Managers on planning related matters
- Use expertise to inform and guides strategic plans, policies and procedural frameworks to ensure alignment with regional and local planning strategies and requirements
- Monitor and manage the review and feedback into planning related legislation and policy
- Consult with the appropriate areas and develop strategies to resolve specific acquisition and development related project issues with minimal risk to the organisation
- Lead and/or contribute to projects to support the achievement of organisation-level strategic and operational objectives
- ~~Manage consultations and negotiations with diverse stakeholders, given the need to balance competing interests and demands, which are often changing and unpredictable~~
- ~~Develop and implement planning strategies in conjunction with Operational Capability and other Commanders~~
- ~~Provide high quality analysis, research and management advice~~
- ~~Support service delivery and planning committee's by providing expert planning advice~~
- ~~Provide verbal and written advice to Managers on planning related matters~~



- ~~Use expertise to inform and guides strategic plans, policies and procedural frameworks to ensure alignment with regional and local planning strategies and requirements~~
- ~~Monitor and manage the review and feedback into planning related legislation and policy~~
- ~~Consult with the appropriate areas and develop strategies to resolve specific acquisition and development related project issues~~
- Promote the utilisation of planning systems

Key challenges

- Developing knowledge of advances and requirements in FRNSW operational capabilities
- Maintaining an awareness of legislative restraints, opportunities and the political environment affecting FRNSW
- Translating the outcomes of sophisticated analytics into terms that are meaningful and influential with key stakeholders
- Influencing stakeholders to adopt new strategies and approaches based on market and business analyses, in a risk-averse environment
- Achieving multiple project objectives, given limited resources and tight deadlines, and the need to identify project interdependencies and balance competing demands and priorities.

Key relationships

Who	Why
Internal	
<u>Senior Executives</u>	<ul style="list-style-type: none"> • <u>Provide expert analyses and advice to contribute to decision making and strategic planning directions</u>
Chief Superintendent and other personnel within Operational Capability	<ul style="list-style-type: none"> • Guide/ provide planning and business advice
<u>Stakeholders</u>	<ul style="list-style-type: none"> • <u>Collaborate and provide expert analyses and advice to contribute to procurement decision-making and sourcing strategies</u>
<u>Manager</u>	<ul style="list-style-type: none"> • <u>Provide expert advice on planning strategies and directions and contribute to broader unit issues</u> • <u>Report on progress towards business objectives, discuss key projects and issues and receive advice</u>
External	
Emergency Management and Capability stakeholders	<ul style="list-style-type: none"> • Consult, negotiate and influence strategic planning matters on behalf of Operational Capability both internally and externally to the organisation
<u>Other NSW Government Agencies</u>	<ul style="list-style-type: none"> • <u>Establish networks to enable performance benchmarking, monitor market trends and maintain currency in trends and developments in planning</u> • <u>Contribute to cross agency or whole of government projects/programs</u> • <u>Influence the development of planning policy, programs and services</u>

Role dimensions

Decision making

- Has independence and autonomy to manage work within broad framework set by the Director
- Must ensure decisions are made within the scope of the role ensuring accuracy of work to withstand scrutiny

Reporting line: ~~Chief Superintendent Capability Management~~ Assistant Commissioner Operational Capability

Direct reports: ~~One (+)~~ Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Essential requirements

1. Tertiary qualification in a relevant planning discipline or extensive equivalent experience.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The focus capabilities for this role are in bold. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Advanced
	Manage Self	Advanced
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical behaviour and reinforce them in others Represent the organisation in an honest, ethical and professional way and set an example for others to follow Ensure that others have a working understanding of the legislation and policy framework within which they operate

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act on reported breaches of rules, policies and guidelines Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Maintain a high level of personal motivation Take the initiative and act in a decisive way
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals

Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects <hr/> <ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks

Role Description

Business Officer



Cluster	Justice
Agency	Fire and Rescue NSW (FRNSW)
Division/Directorate/Branch/Unit	Strategic Capability/Business Unit
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing
Role Number	52015477
ANZSCO Code	531111
PCAT Code	1124937
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Coordinate a range of key HR and financial business activities, projects and administrative processes across the Directorate, providing integrated responses to corporate returns, facilitating related activities and reporting requirements.

Key accountabilities

- Undertake administrative human resource and financial functions for the Directorate
- Lead team activities, staff and resources in the delivery of administrative support services
- Analyse, define and document business and administrative functions, workflows, protocols, policies and approval processes; and liaise with business unit managers to identify and implement solutions to business administration issues and opportunities for business improvement
- As first point of contact provide advice on a range of HR issues including advice on entitlements, award provisions, performance management, workplace conflict, OH&S and recruitment management
- Prepare and coordinate periodic and adhoc detailed financial reports, undertake review and analysis, ensuring compliance with reporting requirements
- Prepare and administer budgets, monitor expenditure and provide advice and report to management on data including actual versus estimated expenditure (financial outcomes), and indicative trends
- Assist with the development and lead the implementation of business initiatives and projects, monitoring the effectiveness to ensure continual improvement
- Undertake analysis on allocated projects, interpreting and considering data from numerous sources to make informed conclusions and recommendation
- Ensure all administrative business initiatives, systems and records are developed and managed in accordance with FRNSW policies/directives and in accordance with statutory requirements

Key challenges

- Must maintain a current knowledge of public sector policy, procedures and legislation that impact on HR, finance and administration functions and activities to ensure credible basis for advice
- Issues managed can at time be contentious and require effective communication to achieve workable solutions, must engage managers and staff and proactively consult and negotiate outcomes
- Analysing and evaluating current systems and practices across business units and facilitating the development of integrated, efficient business administration processes to address the immediate and longer term needs of the Directorate

Key relationships

Who	Why
Internal	
Assistant Commissioner, Business Manager	<ul style="list-style-type: none">• Receive direction, provide advice and resolve routine matters
Staff of the People & Culture and Finance Directorates	<ul style="list-style-type: none">• Liaise regularly with management and staff in relation to emerging priorities and projects• Liaise with Finance, HR Advisory to assist in the effective management of issues that arise
Directorate Administration Officers	<ul style="list-style-type: none">• Develop and maintain cooperative, productive and professional working relationships to achieve a strategic approach to all requests• Ensure consistency of practice and to coordinate issues arising in relation to work process
External	
External Stakeholder, Other Government agencies and Non-Government providers	<ul style="list-style-type: none">• Develop and maintain cooperative, productive and professional working relationships with key stakeholders to achieve a strategic approach to all requests

Role dimensions

Decision making

- Make day-to-day decisions within the scope of the role, prioritising work in accordance with agreed timeframes and level of complexity
- Provide advice to senior staff on administrative, human resource and finance matters effecting the work unit
- Must ensure decisions are made within the scope of the role ensuring accuracy of work to withstand industry review and scrutiny

Reporting line: Business Manager

Direct reports: **Four (4)** ~~NH~~

Budget/Expenditure: As per FRNSW Delegations Manual

Essential requirements

1. Demonstrated administrative experience in the provision of accounting, financial and human resources advice and support; including a working knowledge of and ability to interpret relevant legislation, regulations policies and procedures.
2. Demonstrated experience in dealing with complex HR matters including Health and Safety.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The focus capabilities for this role are in bold. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	<u>Manage and Develop People</u>	<u>Intermediate</u>
	<u>Inspire Direction and Purpose</u>	<u>Intermediate</u>
	<u>Optimise Business Outcomes</u>	<u>Foundational</u>
	<u>Manage Reform and Change</u>	<u>Foundational</u>

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Finance	Adept	<ul style="list-style-type: none"> • Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures • Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions • Understand and apply financial audit, reporting and compliance obligations • Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate • Seek specialist advice and support where required • Make decisions and prepare business cases paying due regard to financial considerations
People Management <u>Manage and Develop People</u>	<u>Intermediate</u>	<ul style="list-style-type: none"> • <u>Ensure that roles and responsibilities are clearly communicated</u> • <u>Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</u> • <u>Develop team capability and recognise and develop potential in people</u> • <u>Be constructive and build on strengths when giving feedback</u>

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• <u>Identify and act on opportunities to provide coaching and mentoring</u>• <u>Recognise performance issues that need to be addressed and work towards resolution of issues</u>

Role Description

Administrative Support Officer



Cluster	Justice
Agency	Fire & Rescue NSW (FRNSW)
Directorate/Branch/Unit	<u>Strategic Capability/ Business Unit Various</u>
Classification/Grade/Band	Clerk Grade 3/4
Kind of Employment	Ongoing, Temporary, Fulltime, Part Time
Role Number	Various
ANZSCO Code	531111
PCAT Code	1227172
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Provide administrative and support services to the Business Unit, ensuring that administrative, processing and reporting functions are carried out in accordance with established policy, procedures and deadlines.

Key accountabilities

- Provide administrative and support services to the business unit and other key staff
- As first point of contact for the work unit, respond to and provide advice and assistance to inquiries and correspondence on general matters, preparing draft correspondence and escalating as required
- Maintain the work unit's databases, electronic records management and document tracking systems including receipt, registering, updating and movement of files / correspondence
- Undertake research and analysis of data/records and present statistical and other data for inclusion in reports
- Coordinate the reporting requirements of the business unit, maintaining a schedule of reporting requirements and liaising with senior management to ensure timely delivery
- Maintain stores and special equipment as required
- Coordinate business unit activities providing administrative support in the organisation of workshops/seminars/information sessions/meetings etc. and participate in the design, preparation and distribution of related resources, arranging venues, refreshments, booking travel and facilities, coordinating attendees, preparing agendas, taking minutes and providing follow up action prior to future meetings
- Assist with Budget/financial matters including responsibility for petty cash, accounts processing, preparing purchase orders, invoice processing, budget tracking, motor vehicle returns etc.
- Contribute to the efficient and effective operation of the business unit and assist with projects as required

Key challenges

- Provide quality administrative support and services to the business unit, given competing demands, shifting priorities and workload
- Manage large volumes of data and documentation, ensuring the quality, accuracy, integrity and security of the input to and output from information systems
- Must use judgment to discern problems that require escalation
- Works as part of a team and must understand the overall work priorities of the team having a capacity for flexibility to meet a broad range of support tasks
- Maintain current knowledge of computerised systems and operating procedures

Key relationships

Who	Why
Internal	
Staff within Unit	<ul style="list-style-type: none">• Provide administrative support services to the work unit
FRNSW Staff	<ul style="list-style-type: none">• Liaise with required units to gather information, resolve queries and ensure a high level of service
Business Manager	<ul style="list-style-type: none">• Seek guidance, clarify procedures, exchange information and gain a clear understanding of the overall work priorities for the Unit
Other Area Administrative Officers	<ul style="list-style-type: none">• Exchange information and ensure consistency of work process
Other FRNSW Directorates	<ul style="list-style-type: none">• Seek expertise to inform work practice in areas such as; Finance, HR, Fleet, IT, Logistics, Community Safety. Suppliers of necessary goods and services
External	
External Stakeholders	<ul style="list-style-type: none">• Act as first point of contact for the work unit, receive enquiries, provide appropriate advice and or assistance, escalate as required

Role dimensions

Decision making

- Operates with a large degree of independence in relation to support and administrative duties and is often required to assess urgency/priority of requests.
- Given the confidential and often sensitive nature of the working environment and as the first point of contact for the business unit the position holder must exercise judgment in deciding what information can be released and what must be referred.

Reporting line: ~~Business Officer~~ ~~Business Manager~~

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Essential Requirements

1. Demonstrated experience in the provision of administrative and support services.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

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Capability Group	Capability Name	Level
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	Manage Self	Intermediate
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	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

Focus capabilities

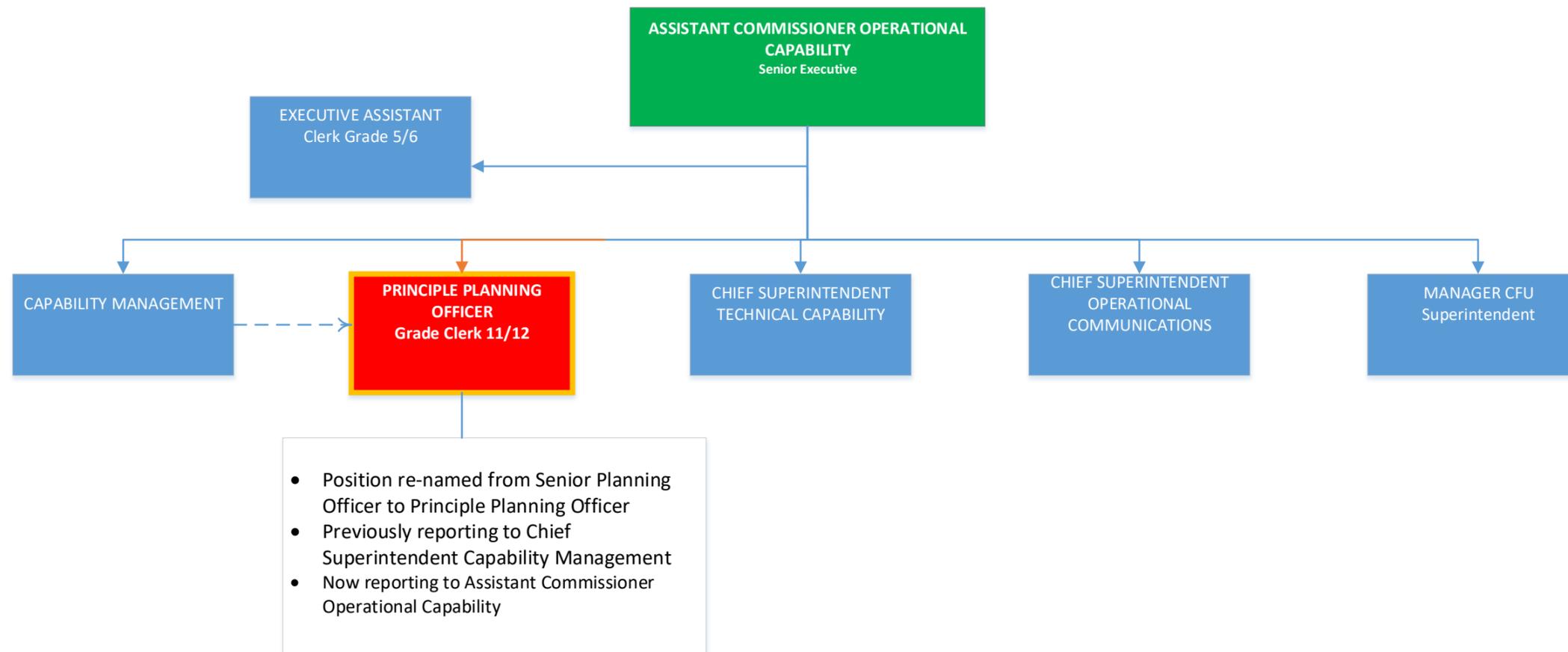
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NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Consider customer service requirements and develop solutions to meet needs• Resolve complex customer issues and needs• Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Foundational	<ul style="list-style-type: none">• Complete own work tasks under guidance, within set budgets, timeframes and standards• Take the initiative to progress own work• Identify resources needed to complete allocated work tasks• Seek clarification when unsure of work tasks
Business Enablers Technology	Intermediate	<ul style="list-style-type: none">• Apply computer applications that enable performance of more complex tasks• Apply practical skills in the use of relevant technology• Make effective use of records, information and knowledge management functions and systems• Understand and comply with information and communications security and acceptable use policies• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

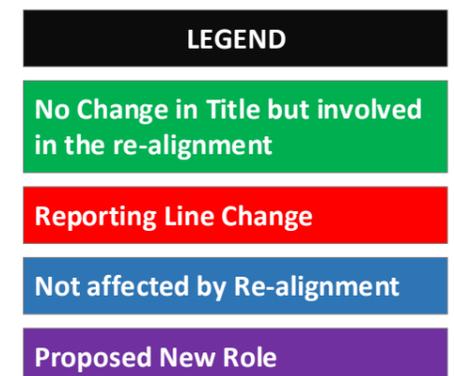
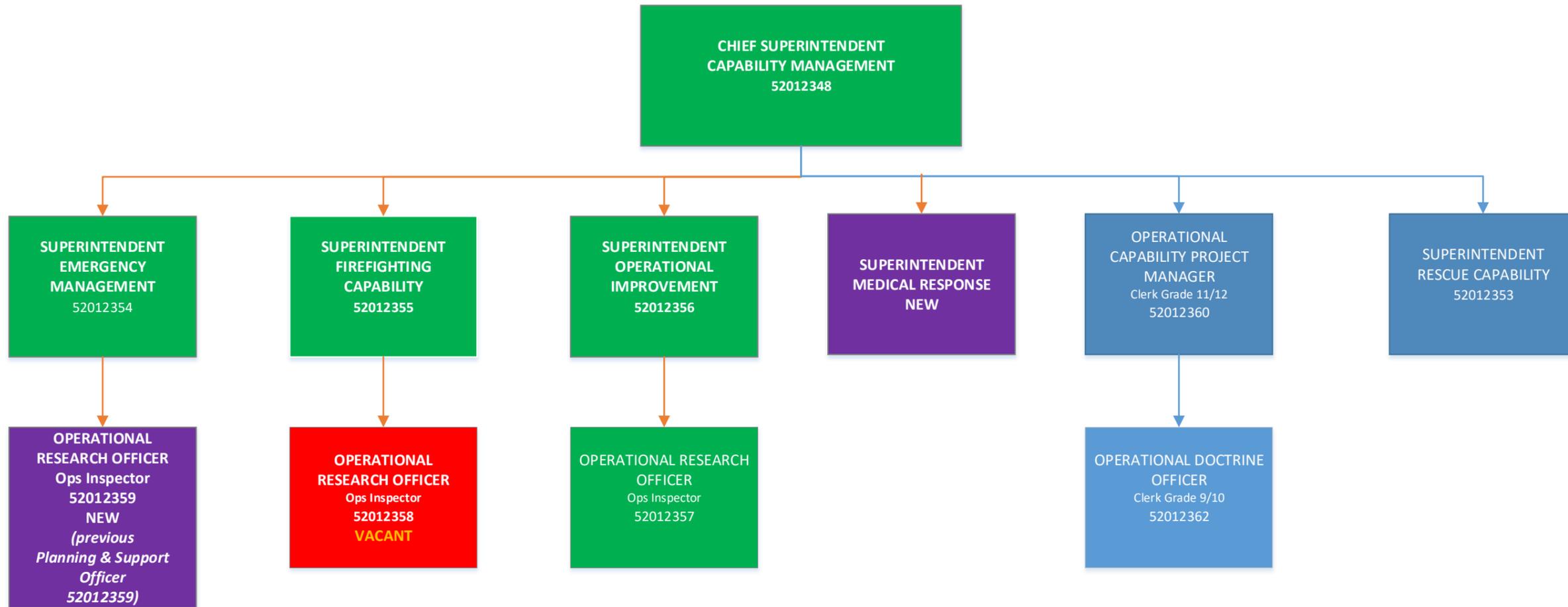
Operational Capability Directorate



LEGEND

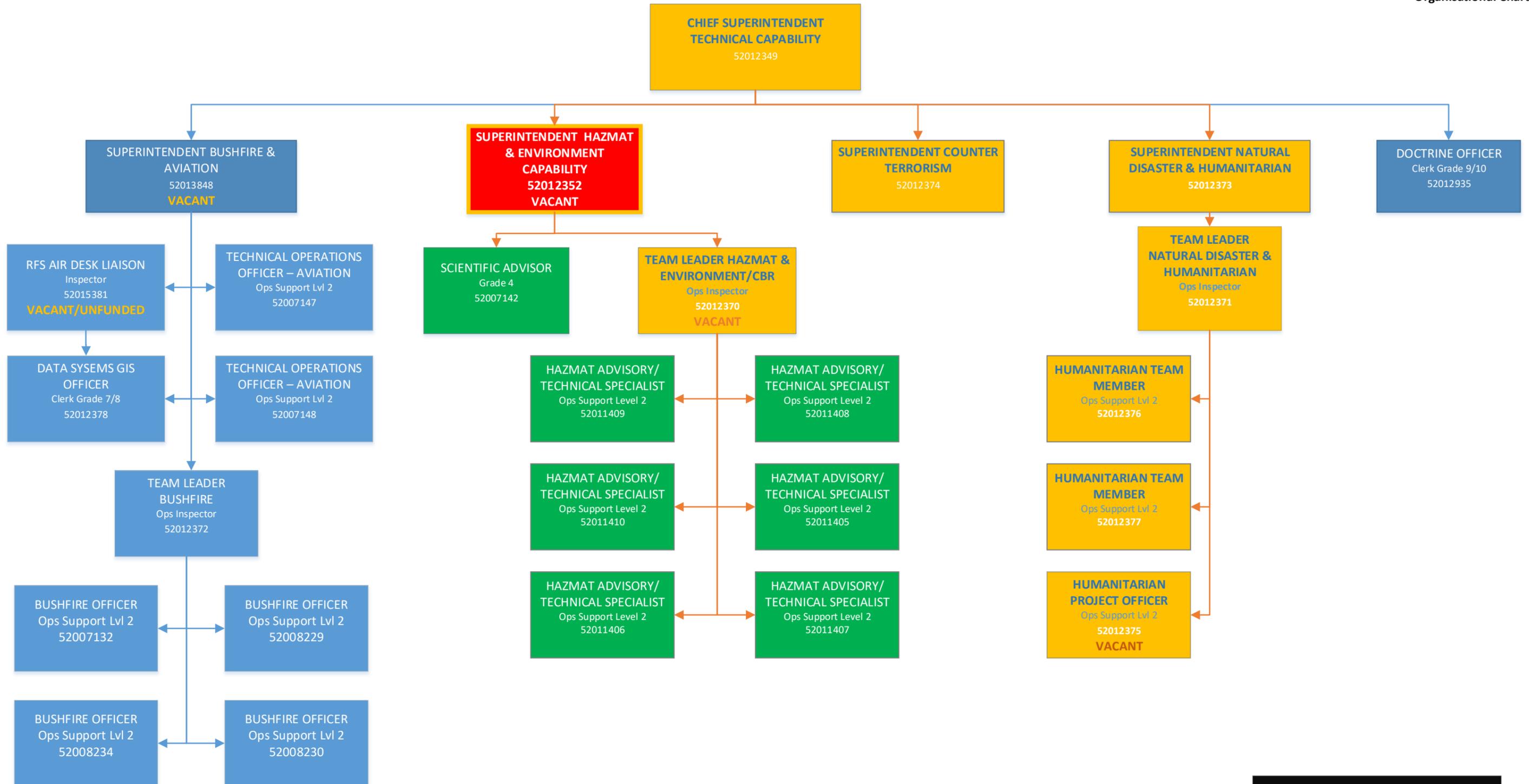
Change in Title & Reporting Line

Capability Management Unit - Proposed Re-Alignment



Technical Capability Unit - Proposed Re-Alignment

UPDATED 30 August 2019
Organisational Chart

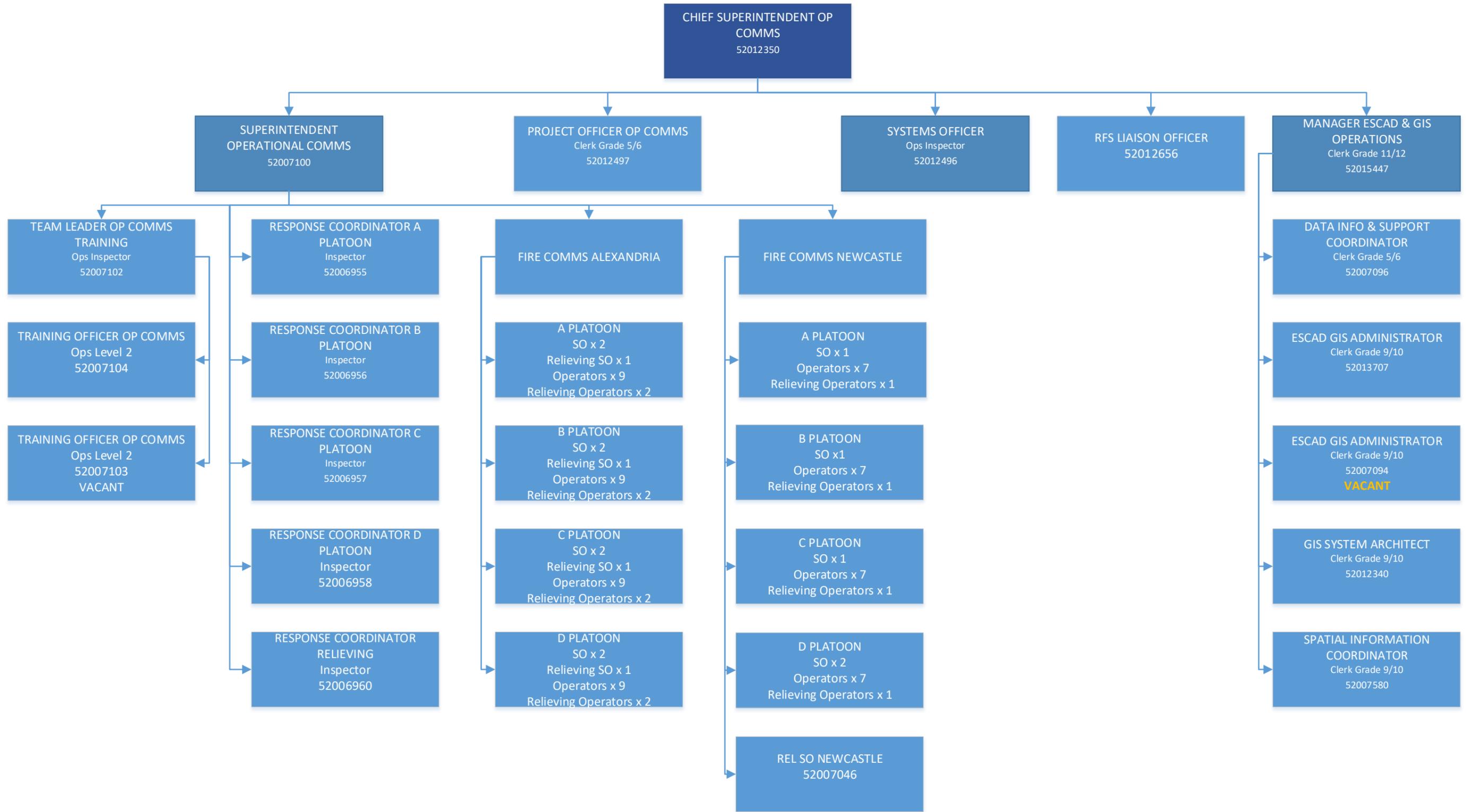


LEGEND

- No Change in Title but involved in the re-alignment
- Title and or Unit Change
- Not affected by Re-alignment
- Change in Title & Reporting Line

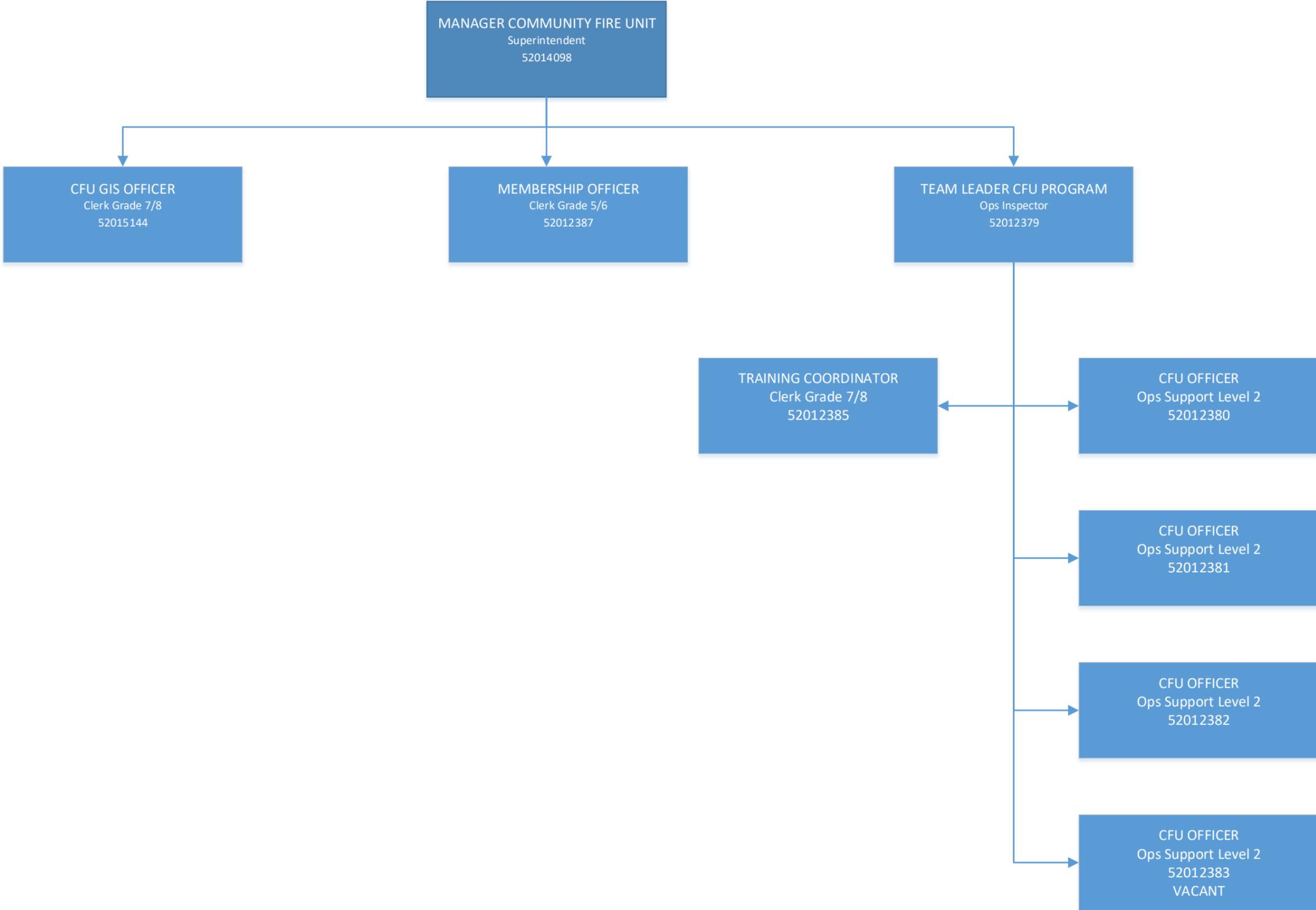
Operational Communications Unit

UPDATED 30 August 2019
Organisational Chart



LEGEND
Not affected by Re-alignment

Community Fire Unit



LEGEND
Not affected by Re-alignment