



CANDIDATE BRIEFING NOTES

Deputy Chief Officer
South Australian Metropolitan Fire Service (MFS)



ABOUT MFS...

The South Australian Metropolitan Fire Service (MFS) is responsible for protecting the South Australian community from the effects of fire, road crashes, chemical incidents and other emergencies. They are a team of approximately 1,300 operational personnel and corporate professionals serving the community across 20 metropolitan and 17 regional fire stations.

VALUES:



PURPOSE:

MFS are trusted to protect, empower and enrich the community.

- **Trust:** Trusted to safeguard the irreplaceable.
- **Empower the Community:** By providing education, training and resources, MFS will prepare individuals and the community to be safer and more prepared to face anything.
- **Empower Their People:** Fostering a sense of ownership, motivation and job satisfaction among their staff, leading to enhanced performance, innovation, and a higher level of fulfilment.
- **Enrich Their People:** Fostering a supportive and inclusive environment, enabling personal and professional growth, and promoting work-life balance, they aim to enhance the overall wellbeing and satisfaction of their staff.
- **Enrich the Community:** Their proactive approach enables them to implement preventative measures, develop robust contingency plans, and offer targeted resources to support and enhance the resilience and wellbeing of the community.

MISSION:

Building a world-class fire and rescue service, MFS strive to be:

- **Responsive:** Arriving at incidents as quickly as possible to keep the community safe and reduce public disruption.
- **Collaborative:** Their operating model provides a clear and collaborative organisational structure. They contribute to a unified emergency services sector. They are connected to the community, delivering impact through education partnerships and prevention awareness programs.
- **Modern:** MFS' infrastructure footprint meets the evolving needs of the community. They are seen as an employer of choice through inclusive and industry leading recruitment strategies.
- **Agile:** MFS are a nimble workforce which is deeply connected to all segments of their diverse community.
- **Innovative:** They utilise and consider emerging technology to enhance their capabilities. They deliver an industry best practice service and are seen as a sector innovator.
- **Accountable:** MFS have defined success measures which demonstrate to the community, stakeholders and corporate partners how they are delivering on public value and impact.



EXECUTIVE ROLE BRIEF...

Our client, The South Australian Metropolitan Fire Service (MFS) is responsible for protecting the community from the effects of fire, road crashes, chemical incidents and other emergencies. Employing approximately 1,300 operational and corporate professionals, the MFS currently operates 37 fire stations, including 20 across metropolitan Adelaide and 17 in regional areas across the Yorke Peninsula and Mid North, Far North and Eyre Peninsula, Riverland and Limestone Coast.

The critically important role of Deputy Chief Officer is now available to a highly accomplished senior executive with proven ability to lead in emergency management and emergency services situations, preferably with a background in firefighting.

In supporting a key MFS objective of being a world-class fire service characterised by innovation, connectivity and inclusivity, the Deputy Chief Officer will carry responsibility for providing sound and complex advice on policy, firefighting operations, operational issues, processes and governance; and will lead the strategic, tactical and targeted advisory functions, working closely with the Chief Officer and a variety of stakeholders – including the Minister for Police, Emergency Services and Correctional Services, the SAFECOM Board, other key emergency service providers, the United Firefighters Union and state, national and international bodies.

We seek a person with outstanding interpersonal communication skills in speech and writing and with the necessary background to deal with corporate leadership issues around strategy and policy in particular, preferably supported by appropriate tertiary qualifications.

The Deputy Chief Officer will generate new paradigms to drive business reform, consideration of alternative approaches to doing business and will lead equity, diversity and inclusion across the whole of the MFS. An additional key focus is on modernising the service in an industrial organisational climate. This is an exceptional opportunity in a world-class organisation, primed to realise its full potential.



SOUTH AUSTRALIA...

South Australia. It's a beautiful place. A place for the restless, for those who want to dive a little deeper, explore a little longer and go a little further. Why do we always travel to the same places and do the same things? It is time to be curious and reward your wonder. That's the thing about South Australia, it's a place for those who want a little more.

Adelaide has come a long way in the last few years. It's getting the attention of media around the globe as a boutique metropolis of tiny wine bars, experimental menus and destination-worthy hotels. Adelaide's reinvention is a discovery for the senses, where retro Los Angeles beach vibes converge on the gusto of an abundant multi-cultural scene. Think swish roof top bars and a wickedly indulgent festival season, Adelaide is a modern playground set against a backdrop of grand architecture and Aboriginal history.

There's a world of new experiences and things to do in South Australia. Get up-close to iconic Australian wildlife only minutes away from Adelaide's CBD or swim with sea lions and sharks on our Eyre Peninsula. Adelaide is a culinary playground with a delicious mix of fine dining restaurants, award-winning cafes, bustling food markets and booming boutique bars. South Australia is home to 18 wine regions and has officially been named a Great Wine Capital of the World. Beach lovers will be in heaven at our stunning beaches, while those with an adventurous spirit can try their luck at some of the country's most epic surf spots.

Find out more about South Australia by visiting:

<https://southaustralia.com/> (source)

or

<https://www.migration.sa.gov.au/why-south-australia>



POSITION DESCRIPTION...

Remuneration: Executive

Type of Appointment: Contract

REPORTING AND WORKING RELATIONSHIPS

Reporting Relationship

- Chief Officer

Key Relationships/Interactions

- Minister for Police, Emergency Services and Correctional Services
- South Australian Fire and Emergency Services Commission (SAFECOM)
- Country Fire Service (CFS)
- State Emergency Service (SES)
- South Australia Police (SAPOL)
- State, national and international government/non-government bodies
- Key members of several national bodies including Australasian Fire and Emergency Service Authorities (AFAC)
- The United Firefighters Union

ROLE PURPOSE

The Deputy Chief Officer has a significant role in delivering a valued firefighting service to the South Australian community, through provision of sound and complex advice on policy, firefighting operations, operational issues, processes and governance. The Deputy Chief Officer has significant managerial responsibility within the MFS, leading the strategic, tactical and targeted advice and services.

CHALLENGES

- Generate new paradigms to drive reform to service all business functions and deliver a valued service to the community
- Continually make decisions regarding the value of alternative opportunities where there is no precedent
- Lead equity, diversity and inclusion for the MFS
- Lead workforce and system changes within a limited budget
- Modernising the service in a highly industrial organisation



POSITION DESCRIPTION...(CONT'D)

KEY OUTCOMES AND ASSOCIATED ACTIVITIES

- Provide leadership and complex advice on strategic and executive management on the firefighting operations across the MFS
- Lead and manage the MFS approach and response to current environmental challenges for emergency responders, including Road Accidents, Urban Search and High Angle Rescue
- Lead the response to modern threats including Chemical, Biological, Radiological (CBR) and other Hazardous Materials (Hazmat)
- Create a culture of one fire service irrespective of staff sitting within corporate services or within the professional firefighter ranks
- Actively contribute to the development of operational risk mitigation strategies for the protection of life and property that are cognisant of the complex environment in the MFS's area of responsibility
- Lead the delivery and community service of a high-quality fire service that responds to current and emerging risks across South Australia
- Develop strong agency partnerships and formalise operational arrangements with other emergency services agencies
- Lead the development of operational and regulatory frameworks for the protection of lives, property and the environment
- Model and communicate the MFS's position and actively engage at a State and National level, steering the development and implementation of strategy with MFS as an expert agency
- Drive a continuous improvement in the MFS while maintaining strategic oversight of the development of objectives in line with government direction and priorities
- Lead research and expertise to various steering committees, inquiries, councils and boards at this State's adviser on urban fire, built environment, fire safety, rescue and hazardous material and management of significant and emerging issues
- Build and engage constructive and engaging relationships within Emergency Services and across the broader South Australian Government
- Facilitate the achievement of MFS objectives by leading the implementation of the strategic plan with MFS Executive
- Provide timely and appropriate advice to the Chief Officer/Chief Executive on the status of strategic and operational firefighting issues
- Manage strategic and politically sensitive issues and identify unresolved and/or emerging issues in areas of responsibility
- Provide leadership in work health and safety practices, promoting and driving a people-based culture with diversity across firefighting in the MFS
- Undertake delegated responsibilities to direct emergency response for incidents that occur throughout the state



POSITION DESCRIPTION...(CONT'D)

SELECTION CRITERIA

Essential Requirements

Educational Qualifications:

- Holds tertiary qualifications in Management, Leadership, Business, Finance or equivalent
- Minimum five years' experience in the firefighting service or emergency management in Australia or internationally

Technical Expertise:

- Proven ability to lead in emergency management and emergency services
- Demonstrated ability to provide advocacy and authoritative advice on complex challenges
- Proven expertise in leading and managing fiscal policy and contributing to sound financial decision making
- Strong financial leadership is essential to drive the sustainability of MFS finances
- Experience in the management of culture change, business practice reform, innovation and productivity improvement
- Proven ability in creating and maintaining collaborative working relationships that create confidence and trust with key stakeholders across all levels of government and external to government
- Proven experience in negotiation, advocacy and maintaining strategic partnerships
- Proven strategic management skills, including conceptual analytical and an ability to understand and adapt to the political, social and organisational environment impacting emergency services in SA
- Proven leadership ability and change management skills with the capacity to lead, manage and develop people in an environment of complex emergency management service delivery
- Demonstrated knowledge of and commitment to the principles and practise of Equal Opportunity and Ethical Conduct, and an understanding of, experience and ability to manage to the spirit and principles of Business Safety Excellence Framework and the legislative requirements of the *Work Health and Safety Act*, utilising AS/NZS 31000:2009 Risk Management, or to an equivalent set of standards

Desirable Characteristics

Technical Expertise:

- Strong awareness of strategic financial management techniques, and knowledge of the financial standards
- Experience in public relations and media management skills

SPECIAL CONDITIONS

- Considerable inter/intrastate travel, necessitating overnight stays may be required
- Frequent out of hours work may be required
- A current driver's licence is essential
- In accordance with the *Child Safety (Prohibited Persons) Act 2016*, must show evidence of holding a valid Working With Children Check
- Is required to be on call every two weeks
- Employment conditions will be governed by the *Fire and Emergency Services Act 2005*
- The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector



RECRUITMENT PROCESS...

Our best-practice and rigorous process incorporates pre-screening, initial interview, psychometric appraisal facilitated internally, reference checking and panel interview.

PSYCHOMETRIC APPRAISAL

Stillwell Management Consultants employs a team of Registered Psychologists and Registered Organisational Psychologists who work in parallel with our Recruitment team. The psychometric assessment process is administered and interpreted by our specialist team.

Successful applicants are offered a complimentary debrief session with one of our Registered Psychologists to take place within the first month of commencing in the role.

REFERENCE CHECKING

Should your application be shortlisted, you will be asked to provide the details of two to three professional referees. You will be required to provide SMC with the details of referees that you have directly reported to, in the past 10-15 years or currently.

Referees are only contacted once your permission has been sought, at such a time in the process that it is necessary, and this will occur during the latter stages of the process.

We do offer flexibility in the timing of when we contact referees, particularly if you are nominating someone you are currently reporting to, as such we are happy to discuss this with you at the appropriate time.

Stillwell Management Consultants endeavours to provide regular updates to you throughout the recruitment process, and all applicants will be notified, in writing or otherwise, of the outcome of their application.



LEAD CONSULTANTS...

Confidential telephone enquiries are welcome on (+618) 8212 0999:



DARYL STILLWELL
Managing Director



NICK STILLWELL
General Manager

ALL ENQUIRIES AND APPLICATIONS ARE TREATED WITH THE STRICTEST LEVEL OF PRIVACY AND CONFIDENTIALITY.

HOW TO APPLY...

Please visit <https://www.stillwellmanagement.com.au/jobs> and select 'Deputy Chief Officer' to view the full advertisement.

Click 'Apply Online' and complete the online form (paying special attention to questions marked with an asterisk), and attach:

- your current CV/resume, and
 - your CV should include details of your full employment history as well as a detailed synopsis of your key responsibilities and achievements of the positions you have held over the last 10-15 years, or as relevant to the role you are applying for
- a one-to-two-page Cover Letter addressed to the Consultant(s) listed above, highlighting your ability to demonstrate the skills and attributes required of the successful appointee

Immediately you will receive a receipt of your application and we ask that you verify your email address per the link in the email to ensure we are able to communicate with you using your correct details. If you do not receive this email, please check your junk inbox.

APPLICATIONS CLOSE AT 5:00PM ON FRIDAY, 31 MAY 2024.

