Position Description

Position Title:	Emergency Systems Manager
Reports To:	Director Operations
Position Type:	Permanent Full Time
Office Base:	Marine Rescue NSW Headquarters (Cronulla)

Purpose Statement

Marine Rescue NSW is a legislated emergency service who's mandate includes the maintenance and provision of 24/7 marine radio distress monitoring of the NSW Coastline. This is delivered via a highly advanced MRNSW owned radio network integrated with local MRNSW Marine Radio Bases and Search & Rescue Coordination Centres.

The consistent provision of professional marine radio distress monitoring for the public and SAR coordination support to MRNSW and other rescue assets is a key outcome from the work of the Emergency Systems Manager who will be responsible to manage the development, implementation and maintenance of technical communications and emergency management systems and major projects to support frontline Marine Rescue NSW (MRNSW) operations.

Key Relationships (Internal):	Director Operations Development Officer Volunteer Units/Members Commissioner and Deputy Commissioner Chief Financial Officer /Finance Team MRNSW Staff
Key Relationships (External):	Australian Communications Media Authority (ACMA) Australian Maritime Safety Authority (AMSA) Roads and Maritime Services (RMS) NSW Port Authority Bureau of Meteorology (BOM) Radio Communications Product Suppliers and Service Agents Communications Site Owners Contracted Network Maintenance Supplier Government and industry bodies/committees NSW/Australian/International Emergency Service and Marine Rescue organisations

Responsibilities of the role contribute to the MRNSW Strategic Plan; including:

VISION	*Provision of a world class volunteer rescue service to prevent injury and death on NSW waterways*
MISSION	*Saving lives on the water*

Strategic Objectives

OUR PEOPLE	*A motivated and professional volunteer membership, able to meet current and future demands*
OUR SERVICE	*The provision of a world-class 24/7 volunteer-based rescue, communications and safety education service*
OUR ORGANISATION	*A leading volunteer-based emergency service, acting collaboratively at all levels and with our partners and stakeholders*
OUR BUSINESS	*Application of sound business principles to ensure the long-term financial and management sustainability of the organisation*

Knowledge Skills and Experience

Essential	Desirable
• Proven experience in planning and project management • Proven experience in resource, program and systems development • Proven experience in policy and procedure development • Understanding of radio communications systems/principles • Well-developed leadership and people skills • Proven experience in flexible workplace hours, driven by operations • Excellent written and oral communication skills • High level computer literacy and understanding of digital-based systems • Excellent time management / prioritisation skills • Commitment to working in support of volunteers • Current driver's license	• Proven experience and understanding of principles of emergency management • Relevant qualifications in emergency management or similar • Frontline (and supervisory/management) experience working in an emergency service or volunteer rescue organisation • Experience working in maritime/marine related industries or telecommunications industries • Experience as a volunteer member of a not-for-profit organisation

Role Specific Responsibilities

This position shall support the Director Operations and staff/volunteer leadership teams to develop, implement and maintain state-wide radio communications and emergency management systems and procedures in order to strengthen the delivery of the emergency service obligations and capability of MRNSW.

The Emergency Systems Manager will work closely with radio communications and IT service agents/providers, MRNSW staff and unit leaders, as well as with partner government agencies, emergency service and rescue organisations.

Key Focus Areas:

- MRNSW radio communications network and related systems (including ROIP)
- MRNSW radio communications service agreements and supplier arrangements
- Emergency management related policy, procedures, guideline development (incl resources)
- Emergency notification/tasking systems development and coordination
- GIS data correlation and management
- Representation within related forums and committees (industry, government and emergency services)

As part of its responsibilities, this position shall:

- Work and consult with the NSW Telco Authority, emergency service agencies and relevant organisations regarding network partnerships and co-share arrangements.
- Manage and coordinate the maintenance and expansion of MRNSW radio communications infrastructure, including establishing and managing service level agreements with technical providers.
- Coordinate the implementation of approved outcomes from the MRNSW Communications Review & Strategy.
- Manage effective communication with units and regional staff related to radio communications issues.
- Contribute to the development of MRNSW strategic, management and project plans and budgets.
- Support the review & enhancement of communications and emergency response Standard Operating Procedures.
- Review, develop & maintain best practice systems of emergency contact data-collection/correlation/access.
- Support the development & delivery of a best-practice tasking/notification process & supporting systems.
- Support improvements to data-sharing and procedural interaction with partner emergency services and agencies.
- Support and contribute to communications and emergency response training and development at a state/regional/local level.

- Apply a risk management and WHS compliant approach to all activities.
- Routinely report on operational/emergency response activities and maintain accurate statistics and data.
- Respond to queries from members and resolve issues/workshop solutions to problems.
- Represent MRNSW at industry and other meetings/events from time to time.
- Establish and maintain a robust GIS data-set for MRNSW assets and related information.
- Help coordinate effective and consistent critical incident review processes and methodology.
- Attend to other reasonable duties and tasks as requested by the Commissioner, Deputy Commissioner or Director Operations.

Working Conditions

Marine Rescue NSW offers a highly attractive and flexible working environment based at its South Cronulla Headquarters on the shore of the beautiful Port Hacking waterway. With your own dedicated office, ample free parking and a short walk to Cronulla train station, travelling to work should be low stress. Adjacent cafes, waterways, beaches, parks and walking tracks support a healthy active lifestyle and a positive work-life balance.

Base-line work hours will be 0830-1700hrs, Monday-Friday, however, the nature of working in a volunteer-based organisation means the role (on occasion) may be required work outside of regular business hours, including on weekends. Any weekend work shall be offset by 'rostered days off' taken immediately after weekend work in line with approved work plans and as coordinated through the Director Operations.

The Organisation

Marine Rescue NSW (MRNSW) is an essential emergency service and protects the NSW community by providing marine search and rescue response, monitoring marine radio traffic and delivering safety education programs.

MRNSW is made up of more than 3,000 volunteer members in 44 Units along the coastline from Point Danger to Eden and inland on the Alpine Lakes and Murray River, with more than 90 rescue vessels. Public marine radio monitoring and communication/coordination activities are delivered from radio bases and Search & Rescue Coordination Centres (SARCCs). The organisation routinely works with other emergency services, particularly the NSW Police Force, and promotes boating and water safety through community events, education and engagement activities.

MRNSW Headquarters staff provide ongoing support to the Board of Directors and Units across key areas such as finance, training, radio communications, emergency systems, WHS, media/public relations, human resources.

MRNSW Headquarters – South Cronulla