



Position Description

Position Title:	Deputy Commissioner – Chief Operations Officer
Reports To:	Commissioner Chief Executive Officer
Position Type:	Permanent Full Time
Office Base:	MRNSW HQ - Cronulla

Purpose Statement

The Deputy Commissioner will fulfil a key leadership role, responsible for the development and implementation of a range of strategies and projects to ensure the effective and efficient delivery of marine rescue services in NSW.

These will include, but are not limited to –

- Volunteer support, development, recruitment and retention
- The organisation’s multi-million dollar fleet upgrade and communications upgrades
- The development of new training programs and resources
- Contributing to reviews of State Rescue Board regulations and legislative requirements
- Operational and management systems and processes to help achieve organisational / corporate objectives.

The Organisation

Marine Rescue NSW (MRNSW) is a legislated emergency service and company limited by guarantee that protects the NSW boating community by providing 24/7 marine search and rescue response, marine radio monitoring and safety education programs.

MRNSW is made up of more than 3,100 volunteer members in 45 Units along the coastline from Point Danger to Eden and inland on the Alpine Lakes and Murray River and as far east as Lord Howe Island. Public marine radio communication/coordination activities are delivered from the multiple Marine Radio Bases (MRBs), and Search and Rescue Coordination Centres (SARCCs). The organisation routinely works with other emergency services, particularly the NSW Police Force Marine Area Command (who have the legislative responsibility for the coordination of rescues), and promotes boating and water safety through community events, education and engagement activities.

MRNSW Headquarters staff provide ongoing support to the Board of Directors, Units and members across key areas such as finance, training, operational equipment and facilities, WHS, public relations and human resources.

Knowledge, Skills and Experience

Essential

- Qualifications in the fields of either Emergency Management, Maritime, Operational Management or, Business Management.
- Proven willingness and ability to strengthen processes and lead reviews and reforms.
- Detailed understanding of emergency management in NSW.
- Demonstrated leadership, management and strategic planning skills at a senior level.
- Understanding of the role of volunteers and the issues involved in managing volunteers.
- Superior negotiation, facilitation and problem-solving skills and demonstrated success in team and relationships building.
- Proven experience in meeting operating budgets and capital expenditure budgets.
- Must be personable.
- Strong mentoring and networking skills.
- Ability to allocate resources effectively and maximise volunteer potential.
- Senior level of management skill and experience in or understanding of human resources and the capacity to implement sound management practices incorporating equity and ethical conduct principles.
- Understanding of the workings of government.
- In depth understanding of not-for-profit volunteer entities.

- Commitment to working in support of volunteers and community safety.
- A strong work ethic and desire to achieve objectives and ability to work effectively under pressure.
- Process driven approach to activities and projects, with a strong attention to detail.
- Able to prioritise tasks, effectively plan, meet deadlines and manage time effectively.
- Excellent written and oral communication skills including preparing and presenting complex written reports.
- An ability to communicate policy and procedural information clearly.
- A keen understanding of the importance of ethics and confidentiality.
- Proven staff supervisory and management skills.
- Self-motivated, energetic, personable, accountable, professional and able to work in a team environment
- Unrestricted C class driver's licence.
- Australian Citizen (or permanent resident).

Desirable

- Experience working for volunteer organisations or emergency services.
- Experience working in an Australian not-for-profit Company Limited by Guarantee.
- Marine experience.
- Knowledge of Search and Rescue coordination and operational response to vessels in distress.

Responsibilities of the role contribute to the operational and core objectives of MRNSW

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

Key Focus Areas

<p>Challenge/problem solving</p>	<ul style="list-style-type: none"> • Oversee the Regional Operations Managers (ROMs) to ensure they are maintaining close contact with their Units and addressing issues and shortcomings professionally and without undue delay. • Review the current working model of the ROMs, including peak periods and associated workload, considering fatigue management and operational effectiveness. • Review the overall staffing structure of the Operations Team to ensure MRNSW has the appropriate staffing structure to achieve its strategic direction moving forward. • Provide strategic leadership in managing relevant staff, supporting volunteer Units and setting performance standards to achieve corporate objectives within budget. • Work with the MRNSW executive team to develop and implement volunteer recruitment and retention strategies and build community awareness of the volunteers' work, skill and experience. • Visit Units on a regular basis to build constructive relationships and maintain awareness of issues and needs. • Work with the executive to ensure that the health and safety of MRNSW volunteers is protected through a range of activities to promote awareness and development of skills in order to deliver emergency services while ensuring the utmost of personal care in often-hazardous surroundings. • Monitor emergency response efficiency, effectiveness, and other activities within the regions and Units. • Promote community engagement and work with the regions and units to enhance service delivery to communities by the development of participation strategies. • Promote an environment that empowers, motivates and develops the diverse talents of the volunteers and staff. • Liaise with senior officers of external agencies and similar organisations to establish
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	<p>close working relationships and effective emergency management.</p> <ul style="list-style-type: none"> • Apply professional business management controls, quality assurance processes, standards, and continuous improvement principles to operations. • Work with the executive and the Board of MRNSW to determine the organisation's strategic direction and implement appropriate policies and procedures. • Work with the executive and the Board of MRNSW to update and develop the MRNSW Strategic Plan.
Leadership & Planning	<ul style="list-style-type: none"> • Lead and manage the teams that report to this position • Attend and contribute as required to Senior Management Team meetings • Coach, develop and mentor all staff members and volunteers wherever possible • Represent the company at high level meetings with corporates and government • Provide input and contribute to the development and strengthening of MRNSW plans, policy, procedures • Represent MRNSW at appropriate meetings, media events, committees and forums (as directed)
Policy and SOPs	<ul style="list-style-type: none"> • Quality manage the suite of MRNSW operational SOPs, policies and forms to ensure accurate and accessible information is available to our volunteers on HQ databases • Support the ongoing review and improvement of SOPs, including the development of new resources as required

Key Relationships

- The Deputy Commissioner will establish and maintain close liaison and good interpersonal relationships with MRNSW staff, Unit leaders, Government departments, auditors and financial institutions, including but not limited to:

NSW Government departments (including Resilience NSW), RMS, Crown Lands, Suppliers / service agents, Local Councils and Crown Lands

Working Conditions

The position is based at MRNSW Headquarter at Cronulla. Minimum work hours shall be 0830-1700hrs, Monday-Friday. However, the nature of working in a volunteer-based organisation will require work outside of normal business hours, including on weekends. This may also mean working away from home for a number of days from time-to-time.

Operational uniform, motor vehicle, mobile phone, laptop and other related equipment/items necessary to fulfil the functions of the role will be provided.