



## ROLE STATEMENT

<b>ROLE TITLE</b>	Deputy Controller Administration and Members
<b>DIRECTORATE</b>	Operations
<b>DEPARTMENT</b>	Regional Service Delivery – Eastern/Western Regions
<b>REPORTS TO</b>	Unit Controller
<b>APPOINTMENT PERIOD</b>	Up to 2 years or as determined by the Unit Controller
<b>CLASSIFICATION</b>	Volunteer Role
<b>DIRECT REPORTS</b>	2-5
<b>LOCATION</b>	Multiple positions available: <ul style="list-style-type: none"> <li>• Aintree</li> <li>• Cranbourne</li> <li>• Officer</li> <li>• Point Cook</li> </ul>

## POSITION SUMMARY

The Deputy Controller Administration and Members is responsible for overseeing the business planning, financial management, recruitment and member human resource management that supports the Unit’s operational readiness requirements so that it can assist in providing an emergency response service to the community.







The Deputy Controller Administration and Members is a new position within VICSES and will lead the administration and membership management of the new Unit. A key function of the role will be to lead the recruitment and induction of all members, manage human resource matters as they arise, maintain membership records, assist in the development of the Unit Business Plan particularly 10 year financial plan and ensure the Unit meets financial requirements of VICSES and the Australian Tax Office. Integral to this will be supporting the Unit Controller to build the culture of the volunteer members to align to VICSES values.

The Deputy Controller Administration and Members reports to the Unit Controller who is formally appointed by the Chief Officer Operations in accordance with Section 35 of the *Victoria State Emergency Service Act 2005* and is responsible for overseeing the day to day management of the Unit, leading and managing members within the VICSES policy framework ensuring that all activities are undertaken safely to ensure that the best outcomes are achieved for the community. The Unit Controller is accountable for the effective delivery of all functions delivered by the Unit.

## OUR STRATEGIC CONTEXT

**Our Vision & Mission**

*Safer Communities - Together.*

	Partner with communities, government, other agencies and business to provide timely and effective emergency management services, building community preparedness, disaster resilience and contributing to risk prevention.
<b>Our Values</b>	<p><b>VICSES Values</b></p>  <p>  We pride ourselves on our credibility   We are part of our community   Safety drives our decisions   Focused and adaptable   Together we are VICSES </p>
<b>Our Context</b>	<p>Victoria State Emergency Service (VICSES) is a volunteer-based emergency service. We are the control agency for flood, storm, tsunami, earthquake and landslide emergency, we take the lead in the preparation and response for those hazards. Under the coordination of Emergency Management Victoria (EMV), VICSES works within the broader emergency management sector, wherein all agencies and services work as one to ensure the safety of the Victorian community.</p> <p>As the largest road rescue network in Australia we have specialist teams that provide a 24/7 response to road accident and trauma incidents. We assist Victoria Police in search and rescue operations, and play an important role in supporting the Country Fire Authority (CFA), Fire Rescue Victoria (FRV), Parks Victoria and the Department of Energy, Environment and Climate Action (DEECA), during major bushfire and emergency incidents.</p> <p>We also work closely with key partners and municipal councils throughout Victoria to develop and improve their emergency management plans in relation to the performance and exercise of their duties and responsibilities under the Emergency Management Acts 1986 and 2013.</p>

<b>KEY RESPONSIBILITIES</b>	
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>■ Demonstrate the VICSES values and support the Unit Controller to build a Unit culture that reflects these.</li> <li>■ Support the Unit Controller to appoint Section Leaders within the Administration and Members teams and provide leadership, mentoring and support to them and other members of the Unit including consideration of and planning succession for all key roles.</li> <li>■ Establish the Unit Finance systems, and assist in the preparation of the inaugural Unit Business Plan and 10 Year Financial Plan and review annually in accordance with VICSES finance policies and procedures.</li> <li>■ Led the development of and submission of grant applications to support the funding of future Unit assets; monitor the financial management of the Unit, including timely submissions of BAS statements, financial statements and stock control audits</li> <li>■ With the support of the New Unit Establishment positions, lead the development and delivery of the Unit recruitment plan to ensure a membership of between 20-30 members for the commencement of operations with a focus on membership diversity so that it reflects the community the Unit will be operating in and then</li> </ul>

	<p>ensure recruitment campaigns maintain and build membership to meet the Unit Business Plan objectives. Ensuring a suitable mix of transferring and new members to achieve the objectives above.</p> <ul style="list-style-type: none"> <li>■ On behalf of the Unit Controller, oversee the management of human resource matters within the Unit and ensure they are managed as per the VICSES Grievance Policy and Code of Conduct and confidentiality is maintained.</li> <li>■ Actively promote and demonstrate through own actions the VICSES Discrimination and Harassment policies and Play Your Part Manual, supporting members in actively identifying and reporting safety and psychosocial hazards, risks and incidents, including the investigation into these.</li> <li>■ Support the Unit Controller in the provision of effective communication within the Unit membership by assisting in arranging and conducting Unit meetings, including the recording of minutes and agendas and provision of finance reports at Unit meetings.</li> <li>■ Ensure membership records are managed confidentially and are current and in accordance with the Regulations. Notify Region of member non-attendance at 60% of training and exercises or where members have been absent from the Unit for more than 3 months without a request for leave.</li> <li>■ Build a culture of Safety Drives Our Decisions within the Unit that is reflected from on-boarding through to all Unit activities. Communicate updates of all Standard Operating Procedures (SOPs), Safety Alerts and other operational doctrine.</li> <li>■ Manage the distribution of all correspondence including the CEO Bulletin, Community Matters, Safety Alerts, operational doctrines and SOPs, including to those members on leave.</li> <li>■ Ensure effective communication with all members and the Unit Management Team – attendance at Unit meetings, liaising with and VHO, Local Government and emergency agencies.</li> </ul>
<p><b>Organisational Relationships</b></p>	<p><b>INTERNAL</b></p> <p>This position reports Unit Controller</p> <ul style="list-style-type: none"> <li>■ Unit Management Team – to ensure the effective delivery of administration and membership programs through a functional leadership team.</li> <li>■ Unit members – to enable compliance with membership requirements and to build a whole unit understanding of the Unit Business Plan and financial situation.</li> <li>■ Health and Safety Business Partners for advice on the provision of and establishing a safe work environment.</li> <li>■ Finance Business Partner for support in the day to day financial management of the Unit as well as meeting BAS reporting requirements and VICSES auditing.</li> <li>■ People and Culture Business Partners for guidance on membership and member management issues.</li> </ul>

	<ul style="list-style-type: none"> <li>Unit Support Team for guidance, support and advice on all areas of Unit Operation</li> </ul>
	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>Other Emergency Service Organisations to support the Unit Controller to ensure preparedness and response to incidents is managed in a coordinated manner whether VICSES is the control or support Agency. This includes joint training programs and exercising opportunities.</li> <li>Local Government for local emergency activities and joint training initiatives.</li> </ul>
<b>Extent of Authority</b>	Acts within relevant legislation, government guidelines and VICSES policy and procedures.

## KEY SELECTION CRITERIA

<b>Technical Skill</b>	<ul style="list-style-type: none"> <li>Demonstrated commitment to the VICSES Values and developing a safety culture within a volunteer organisation</li> <li>Understanding of VICSES financial and business management policies and procedures.</li> <li>Demonstrated leadership and interpersonal skills – the ability to mentor and develop individuals and teams with a solutions focussed approach.</li> <li>Demonstrated experience recruiting and supporting members in a volunteer organisation.</li> <li>In-depth knowledge of the local community and in particular an understanding of working within CALD communities.</li> <li>Demonstrated professional integrity, the use of sound judgement and accountability for own actions.</li> <li>Good understanding and experience in the use of VICSES systems, membership and grievance processes, and the use of RMS.</li> <li>A current driver's licence and Working with Children Check and knowledge of Child Safe standards and principles.</li> </ul>
<b>Capability</b>	<p>Team Membership</p> <p>Service Focus</p> <p>Results Focussed</p>

## CAPABILITY FRAMEWORK

<b>Personal Effectiveness</b> Ability to work effectively, productively, and consistently	Advanced
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<b>Team Membership</b> Ability to build cooperative relationships within the team and with other teams at VICSES	Advanced
<b>Service Focus</b> Ability to provide a high consistent standard of customer service, both internally and externally	Competent
<b>Problem Solving</b> The ability to understand problems or risks, assess options and develop sound and timely solutions	Advanced
<b>Leadership and Development of People</b> The ability to value and harness the contribution of others to achieve VICSES goals and objectives.	Advanced
<b>Results Focus</b> The drive and resilience to consistently achieve quality results in line with VICSES's values, vision, purpose and goals	Competent
<b>Operational Improvement</b> The ability to improve the effectiveness and efficiency of processes	Advanced
<b>Management of Business Activities</b> The ability to consistently and skilfully lead and manage VICSES business activity	Competent

<b>SHARED RESPONSIBILITIES</b>	
<b>Health, Safety, &amp; Wellbeing Focused</b>	VICSES aims to be an industry leader in wellbeing where our people consider safety from all angles before we act. All members have a deep understanding of the importance of physical and psychological safety, and we are dedicated to applying lessons learnt on a daily basis. At VICSES, we believe that safety is everyone's job.
<b>One Team</b>	Collaboration is a core practice and is embedded in our ways of working across units, regions, and the state. VICSES members adopt a 'whole service' focus and consider actions that support the broader goals of the organisation, its members, and the community.
<b>Volunteer Focused</b>	Volunteer experience is core in all actions across VICSES and our volunteer members are central to our decision-making processes. We aim for all members to have a deep understanding and appreciation of volunteer needs and values.
<b>Diversity &amp; Inclusion</b>	Diversity and inclusion are valued as key to success at VICSES. D&I practices are embedded into every facet of VICSES operations, and all members are empowered to be advocates for diversity and inclusion. D&I is simply how we work at VICSES.
<b>Safeguarding Children</b>	VICSES is committed to being a child-safe organisation. At VICSES we support the safety, participation, wellbeing and empowerment of children we seek to ensure the safety of children involved in all VICSES activities. It is the responsibility of all members to comply with the Child Safety Policy, and act in accordance with the Child Safety Code of Conduct.
<b>Curiosity</b>	VICSES aims to build a culture of innovation, open ideation, and problem-solving. We question assumptions and seek to understand challenges before

	jumping in. We value learning and do so from both our successes and our failures.
<b>Enabling Leadership</b>	Leaders at all levels are empowered and supported to take on responsibility for VICSES outcomes and positive member experiences. Leaders are willing to be accountable, to adapt, and to encourage constructive dialogue.

<b>Prepared by</b> Senior Assistant Chief Officers, Eastern and Western Region	<b>Date: August 2023</b>
<b>Approved by</b> Chief Officer Operations	<b>Date: August 2023</b>