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Position description

Details

TITLE	District Support Officer	POSITION NUMBER	Various
CLASSIFICATION	PTA level 2	REPORTS TO	District Business Manager
DIRECTORATE/ REGION/TEAM	Allocated to each District	LOCATION	CFA District Office
DIRECT REPORTS	Nil	DATE	February 2023

Our organisation

WHO WE ARE	CFA is a Statutory Authority accountable to government for the delivery of emergency services through its paid and volunteer workforce
VISION	Victorian communities are prepared for and safe from fire
MISSION	To protect lives and property

Our values and guiding principles

These key behaviours are consistent across CFA and all staff will perform their positions in accordance with the following:

We put SAFETY first	We are committed to ensuring the safety of the communities we protect. We actively pursue zero harm. We want everyone to get home safe and well. We have a harmonious workplace. We encourage discussions on safety matters.
We excel through TEAMWORK	We work together to achieve our mission. We openly share information and resources and acknowledge each other's strengths. We work cooperatively in inclusive teams. We work collaboratively for the benefit of the Victorian community. We respect and embrace open communication.
We are dynamic and ADAPTABLE	We are dynamic and constantly adapting in response to community need. We are open to the challenge of a changing environment. We are proactive and make it happen. We challenge the status quo and recognise innovators. We learn from each other and our community.
We act with INTEGRITY	We act with integrity at all times. We are truthful, open and honest. We consistently lead by example. We make transparent and timely decisions. We speak up if we see something wrong. We are accountable and will hold one another to account.
We RESPECT each other	We treat everyone fairly and with respect. We acknowledge each other's ideas, opinions and contribution. We welcome diversity. We show empathy and understanding. We respect the time of our people.

Victorian communities are prepared for and safe from fire

OUR VISION

Primary purpose

To provide efficient and effective administrative support to the District or Regional Office.

Specific duties and accountabilities

- Ensure the District / Regional administrative requirements are facilitated in an efficient and effective manner, ensuring appropriate prioritisation of issues.
- Provision of excellent customer service to internal and external clients, including effective and efficient drafting of correspondence and other communications on behalf of Managers and other staff.
- Establish and maintain a professional network and co-operative relationships with internal and external clients ensuring that matters raised are referred appropriately and dealt with in a responsive, timely, confidential and professional manner.
- Prepare documents that may include letters, memos, presentations, reports, minutes and briefing notes.
- Collate information and documents and undertake research as required.
- Coordinate the diaries of Managers and other staff including travel arrangements, scheduling of regular and other ad hoc meetings and appointments.
- Provide support at meetings including, organising and scheduling, agenda preparation, venue and catering requirements, minute taking and any follow up required.
- Data entry, filing, records administration and the administration of other related databases and systems (including electronic).
- Support existing processes and workflows, ensuring transactions are carried out in line with CFA policies and procedures.
- Ordering and procuring stationery and goods.
- Other duties as requested including support for special projects.
- Other reasonable duties as required

Safety, Wellbeing and Environment

CFA employees have specific accountabilities for safety, wellbeing and environment (SW&E) at work. They must:

- Comply with all measures taken to safeguard them while at work, including SW&E policies, procedures and instructions.
- Attend any training or briefing required to provide them with SW&E information needed to carry out their role safely.
- Report any SW&E incident, near miss or unsafe situation without delay.
- Become familiar with emergency and evacuation procedures and comply with any instruction given by nominated people (such as fire wardens or first aiders) in the event of an emergency at their work location.
- Use and maintain any safety devices and/or personal protective equipment provided for their safety.
- Be conscious of the importance CFA places on environmental care and take steps to ensure that no environmental harm results from any of their actions.
- Act in a manner which demonstrates a commitment to CFA Child Safe policies and comply with the Victorian Government Child Safe Standards.
- CFA employees act in an environmentally responsible manner at all times.

Diversity and Inclusion

- Act in a manner which demonstrates a commitment to CFA Inclusion and Fairness policies, procedures and regulations.

Code of Conduct and Behavioural Standards

- Demonstrate CFA values and behaviours and comply with the Code of Conduct and Behavioural Standards.
- Follow the guiding principles to:
 - Act with integrity at all times
 - Be truthful, open and honest
 - Treat everyone fairly and with respect, including other CFA Members, Officers, CFA visitors and members of the public.

Policies and Procedures

- Comply with CFA policies, procedures and regulation

Child Safety

- At CFA, we are committed to creating a child safe environment that promotes the safety and wellbeing of all children and young people with whom we have contact. CFA has a zero tolerance to all forms of child abuse and harm and will act to protect children and young people by effectively responding to allegations and complaints, including reporting matters to relevant authorities. Children within CFA are supported to express their culture and enjoy their cultural rights. CFA has a zero tolerance of racism and expects staff will act on any incidents of racism. There is an expectation that all staff have, and maintain, a commitment to child safety, equity and inclusion, and cultural safety

Key selection criteria

- Relevant administration skills and experience.
- Good communication and interpersonal skills with an ability to build good working relationships with key stakeholders.
- Demonstrated organisational and time-management skills.
- Ability to work proactively, with minimal supervision and to work effectively as a member of a team.
- Ability to draft documents, correspondence and reports to a professional standard.
- Excellent computer literacy skills including MS Office and database management.

General requirements

- Hold a valid Working with Children Check
- Be prepared to participate in Incident Management support roles appropriate to experience and qualifications.