

RFS Benevolent Fund

Position Description — General Manager

Position title	General Manager
Reports to	The Board, through the Chair
Team	Executive (sole executive position initially; direct reports to be added as the Fund grows)
Employment basis	Ongoing, part-time (subject to final Board confirmation)
Hours / days	Four days per week (0.8 FTE)
Award and classification	SCHADS Award, SACS Level 7
Working arrangements	Flexible, NSW-based, with attendance at Board, committee, RFS and stakeholder meetings, and occasional out-of-hours commitments and travel
Probation	Six months (subject to the employment contract and the Fair Work Act 2009)
Direct reports	Any other support recruited or approved as the Fund grows
Company Secretary	Whether the appointee also holds this office remains subject to Board confirmation
Delegations	Refer to the Fund's Delegations Policy/Register (to be developed under Horizon 1)

1. ORGANISATIONAL CONTEXT

Purpose and objective of the organisation

The RFS Benevolent Fund (the Fund) is a company limited by guarantee and an ACNC-registered public benevolent institution and deductible gift recipient. It was established following the generosity shown to the RFS community after the 2019-20 Black Summer fires. It is a separate charity that works closely with the NSW Rural Fire Service.

Mission: to provide practical, tangible and compassionate relief from poverty, distress or significant hardship, including dedicated support for firefighters injured on the fireground and the families of those killed on duty.

Vision: to ensure that all eligible beneficiaries within the NSW RFS family — whether volunteers, staff or dependants — receive the care, resources and support they need during their times of greatest need.

The Fund is in its start-up phase. Governed by a volunteer, skills-based Board, it manages an investment corpus of over \$10 million and has approved more than \$500,000 in grants supporting RFS members and their families. Demand and case complexity are increasing. The Board has approved a new operating model under the Strategic Plan 2026-2029, which separates beneficiary case management from executive leadership and will be implemented in stages.

Purpose and objective of the role

The General Manager will lead Horizon 1 implementation of the Strategic Plan and prepare the Fund for Horizon 2 growth. The GM will strengthen foundations, oversee beneficiary services, and build the relationships and systems required for sustainable growth, working closely with the Board and the RFS Commissioner's Office and support functions.

The role will initially be hands-on across Fund operations, including beneficiary application administration and coordination, drawing on transitional RFS and external support as approved.

2. KEY ACCOUNTABILITIES

Strategy and operations

- Lead Horizon 1 delivery; establish priorities, work plans, measures and a regular operating rhythm
- Prepare the Fund for Horizon 2 growth

Board and governance

- Support effective Board and committee decision-making
- Maintain governance, policy, risk, delegations, compliance and regulatory obligations
- Provide concise, reliable reporting to the Board

RFS relationship

- Lead executive engagement with the Commissioner's Office and relevant RFS functions
- Progress clear referral, consent, information-sharing and service arrangements, including any MOU or SLA

Beneficiary services

- Initially oversee and support practical administration and coordination of beneficiary applications, including Assessment Committee papers, records and follow-up
- Maintain clear escalation and accountability; supervise dedicated applicant/case-management support as the Fund grows

Finance and investment

- Manage and support Board decision-making on budgets, cash flow, investment and reserves interfaces, audit and financial reporting
- Work effectively with external and transitional RFS finance support

Systems and capability

- Improve records, privacy, data, workflows and organisational systems
- Build the independent capability the Fund needs

Fundraising and growth

- Develop a practical strategy for fundraising, unrestricted funds, partnerships and future growth consistent with the Fund's legal remit

People and partners

- Lead a small team and specialist providers
- Build high-trust relationships with Directors, volunteers, agencies, donors and other stakeholders

3. SELECTION CRITERIA

Candidates should be able to demonstrate:

- Successful experience as a hands-on GM, COO, CEO or comparable senior leader in a small or medium not-for-profit, charity, member-based or purpose-led organisation
- Strong knowledge of charity governance, Board support, regulatory compliance, risk, policy and delegations
- Sound financial literacy, including budgeting, audit, investment or reserves oversight and financial sustainability
- A record of building productive relationships with government, emergency services, member organisations or other complex stakeholder systems
- The ability to improve systems, data, privacy, reporting and organisational capability with limited resources
- Experience with client-facing services while maintaining appropriate legal and professional boundaries
- Experience in fundraising and partnerships with a practical approach to sustainable growth

- Excellent judgement, integrity, communication and the capacity to work effectively with a skills-based volunteer Board
- An appreciation of volunteer service, emergency-service culture and the needs of members and families experiencing hardship

A relevant tertiary qualification is desirable. The successful candidate must complete the Fund's required reference, probity, statutory and conflict of interest checks prior to any appointment.

4. DECISION MAKING

The General Manager makes decisions regarding day-to-day operations, beneficiary application administration, staff and provider engagement, and financial matters within Board-approved delegations, budgets and policy. Matters outside delegated authority - including strategic direction, major expenditure, and policy or risk settings - are referred to the Board through the Chair.

5. COMMUNICATION

The General Manager is the principal executive spokesperson for the Fund and the key liaison point between the Board, the RFS Commissioner's Office and support functions, beneficiaries, donors and other stakeholders. Strong written and verbal communication skills are essential, including preparing Board and committee papers and representing the Fund at RFS and stakeholder meetings, occasionally out of hours.

6. ROLE BOUNDARIES

The Fund provides short-term relief, pathway support and practical assistance. It is not intended to become a long-term income-replacement scheme, a broad prevention fund, a substitute for RFS clinical and wellbeing services, or a replacement for workers compensation and other statutory support. The General Manager is expected to maintain these boundaries while identifying lawful opportunities to strengthen impact.

7. FIRST-YEAR SUCCESS INDICATORS

The following will be assessed in an Annual Performance review by the Board managed by the Chair:

- Horizon 1 priorities translated into a practical, Board-endorsed implementation program
- Stable, well-supervised beneficiary case-management arrangements and a clear operating rhythm with the Assessment Committee
- Stronger, structured engagement with the RFS Commissioner, Health and Wellbeing, Peer Support, Chaplaincy and relevant finance and administration contacts
- Clear governance, policy, risk, delegations, privacy, consent and information-sharing arrangements
- Sound budgeting, investment and reserves oversight and improved management reporting
- A staged plan to reduce unnecessary dependence on RFS-managed systems while maintaining a constructive partnership
- A practical fundraising and unrestricted-funds strategy suited to the Fund's purpose and risk appetite
- A three-month operating-model review covering case demand, referral flow, RFS engagement, finance/admin pressure and any further resourcing needs

This Position Description will be reviewed in consultation with the incoming General Manager and updated as the operating model, direct reports, delegations and subsequent Annual Reviews are confirmed by the Board.