



## POSITION DESCRIPTION AREA MANAGER

### OPERATIONS

Job Number: 11026  
Business area: Region 3  
Location: Wellington  
Reports to: Fire Region Manager  
Version date: April 2012

### ORGANISATION CONTEXT

Fire and Emergency New Zealand is a Crown Entity established on 1 July 2017 under the Fire and Emergency New Zealand Act 2017. The role of our new organisation is to reduce unwanted fires, respond to structural and vegetation fires and other emergencies including motor vehicle crashes, medical emergencies, hazardous substance related incidents, natural disasters and support increased community resilience.

Our new, unified organisation provides a fire and emergency service that delivers for communities, and the firefighters who serve them, now and in the future.

### POSITION CONTEXT AND PURPOSE

To ensure the effective delivery of core fire services across a specific geographical Area through effective management and leadership of both paid and volunteer brigades, and the establishment and maintenance of strong relationships with emergency services partners, key stakeholders, and communities.

To ensure compliance with statutory obligations under Fire Service Act 1975 and other relevant legislation.

To fulfill the statutory role of Chief Fire Officer, as defined under the Fire Service Act 1975, for specific assigned Fire Districts.

To effectively, efficiently and economically manage the operations and administration of the Fire Area, achieve Area Business Plan objectives, incorporate Fire Service objectives in all aspects of operations and administration within the Fire Area, and co-ordinate Fire Service resources within the Fire Area.

### SCOPE OF JOB

Financial delegations: tbc

Staff responsibility: tbc

### KEY ACCOUNTABILITIES & DELIVERABLES

The job holder is responsible for delivering results in the following areas:

#### **Managing the Area's human, financial and physical resources to optimum efficiency**

- Implementing effective strategies for ensuring the Area always has available to it sufficient staffing, appropriately skilled and qualified, to achieve core objectives and outcomes and manage the overall cost of the Area's human resources
- Setting and communicating standards of performance and achievement and ensure an environment is created where these standards are met



## PROUD HISTORY BRIGHT FUTURE

- Ensuring all statutory obligations, legislation and NZFS policies are fully understood and complied with within the area of responsibility.
- Developing and effectively managing budgets to achieve core objectives and outcomes, identifying opportunities to minimise costs, and more effectively use the financial resources available
- Ensuring financial forecasting and reporting is accurate and within financial management guidelines and parameters
- Ensuring physical resources are appropriately maintained to retain value and ensure operational readiness at all times

### **Developing and implementing effective business plans that ensure the work of the Area makes a direct and positive contribution to the achievement of NZFS goals and strategies**

- Contributing to the development of regional strategic action plans, aligned with organisational strategic objectives, focused on achieving a reduction in the incidence and consequences of fire, and mitigating risk identified from the fire region's risk profile
- Analysing the Area's fire risk profile and establish within the business plan a set of risk management actions aimed at mitigating known fire risk to acceptable levels.
- Translating organisational strategic objectives and regional strategic action plans into a clear and comprehensive Area business plan that directs all Area activities towards achieving a reduction in the incidence and consequences of fire
- Monitoring and reporting progress towards achievement of strategic and business plans, taking corrective action when progress is not sufficient to achieve goals and objectives.

### **Facilitating effective interaction and co-ordination between paid and volunteer brigades within the Area to provide superior operational management and fire safety and fire prevention services that achieve a reduction in the incidence and consequence of fire**

- Establishing and maintaining effective relationships with Volunteer Chiefs' and their brigades
- Actively promoting the unity of the Fire Service by facilitating regular dialogue and interaction between career firefighters, volunteer brigades and their representative agencies
- Identifying and promoting opportunities for greater collaboration between paid and volunteer brigades

### **Establishing and proactively managing relationships with other emergency partners, key stakeholders, and communities within the Area**

- Engaging with communities and their representatives within the Area on fire safety and fire prevention issues and consult regularly with local communities on Fire Service activities, plans and objectives
- Liaising and regularly interact with key emergency partners to ensure emergency services are integrated within the Area, and actively participate in relevant emergency services forums to ensure the Fire Service is appropriately represented.
- Liaising with local authorities to ensure NZFS activities link with community outcomes specified within their long-term Council community plans and with Council expectations

### **Contributing to the development of national and regional programmes and initiatives**

- Participating as an active member of national and regional project teams and working groups to contribute operational expertise and knowledge to the development of new initiatives and programmes, and the maintenance of an effective Fire Service.
- Proactively managing organisational changes effected via such initiatives as SMS, Business Excellence, TAPS, etc

### **Assuming active operational control of fire and non-fire incidents at which Fire Service resources are involved and warrant the attention of the Area Manager**

- Commanding and managing incidents making optimum use of available resources
- Commanding, or supporting multi-agency emergency incidents utilising the CIMS process



## PROUD HISTORY BRIGHT FUTURE

### **Establishing effective practices and controls to ensure compliance is maintained with internal operational and safety standards within area of responsibility**

- Ensuring the Area is maintained in a state of operational readiness at all times
- Establishing a programme of regular operational readiness and safety audits to achieve assurance that staff are appropriately skilled, able to respond to incidents in an effective manner, and at all times adhere to safety standards
- Monitoring the outcome of such audits and take corrective action where required to ensure compliance is maintained with internal operational and safety standards

### **Displaying Leadership on Emerging Issues**

- Undertaking regular environmental scanning to identify potential and emerging issues and opportunities, to enable proactive planning and response to position the Area to exceed core objectives
- Considering future challenges and opportunities in relation to volunteerism and the sustainability of volunteer brigades, and takes appropriate actions to support and enhance the contribution volunteer brigades make to NZFS
- Undertaking effective workforce planning activities to ensure the Area has available to it the people capability and capacity needed (across both paid and volunteer brigades) to meet current and future demands
- Any other duties consistent with the position as may be required from time to time by the Fire Region Manager

### **SAFETY, HEALTH & WELLBEING - RESPONSIBILITIES**

- Understanding, and leading by expectation and example, your duty of care for safety, health and wellbeing in relation to Fire and Emergency New Zealand personnel, workplaces and work activities under your influence and control
- Managing to specific requirements of leaders as set out in the Safety, Health & Wellbeing Policy for Fire and Emergency New Zealand.

### **KEY RELATIONSHIPS**

#### **Internal**

- Fire Region Manager
- Area Managers
- Assistant Area Managers
- Principle Rural Fire Officers
- Deputy Principle Fire Officers
- Chief Fire Officers - Volunteer districts
- Regional Management Team
- Specialist and Administrative Staff within Regions



**PROUD  
HISTORY  
BRIGHT  
FUTURE**

## **QUALIFICATIONS, ATTRIBUTES AND EXPERIENCE**

Suitable candidates will possess the following skills/attributes:

- Proven experience in managing finances, staffing and resources
  - Significant Fire Command and Control experience
  - Sound technical and practical skills in the management of fire risk
  - Effective interpersonal, communication and consultative skills
  - Understanding of the various organisation cultures i.e. Values and beliefs held by career, volunteer, rural, uniformed and non-uniformed staff
  - Demonstrated ability to display leadership and direction in a complex and challenging environment
  - Excellent understanding and knowledge of health and safety legislation and a demonstrated commitment to best practice health and safety standards in the workplace
  - Demonstrated ability to construct business proposals, business plans, financial forecasts, develop performance objectives and measures, analyse data and management results.
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# MANAGER: Develops and leads implementation strategies to achieve organisational objectives.

## SELF

1. Demonstrates a high-level of self awareness, analyses own performance; identifies strengths and development needs.
2. Learns and reflects on how own behaviours and work style impact on others and on work tasks.
3. Actively seeks feedback from key internal and external stakeholders, peers and direct reports and acts upon it.
4. Sustains effort despite setbacks; maintains momentum in functional area and continues to move forward.
5. Maintains an optimistic outlook in challenging situations; retains focus on functional strategies and overcomes significant barriers and obstacles.
6. Makes decisions and acts for the best interests of the functional area

## INFLUENCE

1. Obtains support of executive and motivates and empowers direct reports to accomplish strategic goals.
2. Clearly communicates organisational objectives and desired outcomes for the functional area.
3. Communicates skilfully and gains the trust of others.
4. Models behaviours that are consistent with the values and practices of the organisation.
5. Shares information with the functional area and puts strategies into place to help personnel to adapt change.
6. Drives the organisational vision, values and practices within the functional area and focuses efforts towards the achievement of common objectives.

## ETHICS

1. Makes decisions within functional area without favouritism or bias.
2. Promotes and models ethical behaviour consistent with organisational values and code of conduct.
3. Leads by example and maintains a high level of professionalism and impartiality; expects and encourages team and colleagues to apply the same high standards.

## RELATIONSHIPS

1. Builds a diverse range of relationships internally and externally; identifies shared agendas and uses these to develop mutually beneficial outcomes.
2. Establishes, uses and maintains external and internal networks to achieve work outcomes.
3. Identifies the internal and external politics that impact on the work of the organisation; understands and manages contentious political issues.
4. Actively promotes and communicates the organisational role in advocacy campaigns and programmes.

## STRATEGY

1. Gathers and investigates information from a variety of sources, and explores new ideas and different viewpoints.
2. Understands how cultural, social, historical and political factors affect the organisation.
3. Engages in high level critical thinking to identify the links and connections between complex issues.
4. Makes judgements in weighing up options and developing realistic solutions; develops options and thinks through contingencies to manage strategy.
5. Champions organisation's vision and goals; unifies functional area with strategic directions; integrates new strategies with existing organisational programmes.
6. Understands the need to see the 'big picture' and recognises how relationships and processes fit within it.

## PEOPLE

1. Trusts people to perform.
2. Promotes cooperative and collaborative effort.
3. Allows for the inclusion and acceptance of a broad range of viewpoints.
4. Acts as a mentor and identifies and nurtures talent.
5. Gives timely recognition and feedback on performance and deals constructively with performance problems.
6. Works with team members to establish performance objectives.
7. Recognises potential conflict and takes appropriate steps to manage and defuse a situation before it escalates.

## RESULTS

1. Implements organisational services and processes to improve efficiencies and achieve a unified focus on clients.
2. Makes sound decisions and works effectively in uncertain situations.
3. Drives a culture of achievement, fosters a quality focus in the organisation and accepts accountability for outcomes.
4. Responds flexibly to changing organisational, government and community expectations while maintaining a focus on the end objectives.
5. Values and integrates professional expertise into the organisation and utilises knowledge within the organisation and consulting externally.

