



Position Description

Position title	Zone Duty Operations Manager Monaro
Reports to	Zone Commander South
Position type	Permanent full time
Direct reports	Nil

About us

Marine Rescue NSW (MRNSW) vision: A world class volunteer rescue service to prevent injury and death on NSW waterways. Our mission: Saving lives on the water.

MRNSW is an essential emergency service and protects the NSW community by providing marine search and rescue response, monitoring and responding to marine radio traffic and delivering safety education programs.

MRNSW is equipped with a world class fleet and embedded in local communities throughout the NSW coast and priority inland waterways. Backed by state of the art technology and training, MRNSW is an industry leader in the southern hemisphere.

The heart of MRNSW is approximately 3,500 active volunteer members, organised into 46 geographic units. We work with other emergency services, particularly the NSW Police Force, and promote boating and water safety through community events, education and engagement activities.

MRNSW is led by a Board of Directors elected from our members. Our staff team provides support to Directors, members and units across operations & capability and corporate services.

The position

Overview

The Zone Duty Operations Manager Monaro works closely with members and staff to deliver an essential public safety emergency service. They manage on-water operations as well as all aspects of operational preparedness for the Zone.

The Zone Duty Operations Manager Monaro maintains effective lines of communication across all teams and coordinates MRNSW resources to provide consistently high levels of support for members and stakeholders including partner emergency services and the community. They support training and public education strategies and activities in the zone to build operational capability and public awareness of safe boating.

The Zone Duty Operations Manager Monaro contributes to ensuring that operational activities in the Regions are effective to:

- prepare MRNSW members and staff to undertake operations by developing and keeping up to date on-water and off-water skills and knowledge, and ensuring that MRNSW vessels and facilities are ready for deployment
- respond to on-water safety incidents including radio and vessel incident response, coordination with emergency services authorities, and public communication directly associated with an incident
- respond to emergency search and rescue (SAR) events including activities led by or directly supporting emergency services to exercise their SAR responsibilities
- support boater safety by operating the Marine Radio Network including monitoring and responding to communications, and coordinating radio and associated services
- engage, motivate, and meet the expectations of members for their experience participating as volunteers in the operations of MRNSW
- provide MRNSW members with the skills and knowledge required to participate effectively in a world-class marine rescue emergency service organisation
- provide a healthy and safe workplace for staff and members.

Key responsibilities and accountabilities

The position is responsible for:

- Leading MRNSW incident response and other operations in coordination with other emergency services and maritime authorities, including applying state rescue policies and procedures for operational service delivery and risk management to ensure safe and up to date practices
- Providing risk management and operational oversight of MRNSW responses during incidents
- Ensuring communication with MRNSW leadership, members, stakeholders and the public regarding MRNSW incident response and other operations
- Acting as the Designated Person Ashore (DPA) for the MRNSW operational fleet within the Region in accordance with Australian Maritime Safety Authority requirements
- Providing expert situational briefings, advice and documentation, and managing the quality and collection of accurate operational statistics and data
- Ensuring appropriate operational capability including supporting Zone Training Managers in ensuring training and preparedness is current for members in line with curriculum and targets set by the Training & Capability team, and supporting the Zone Training Managers in that the Regions are meeting accreditation and RTO requirements
- Carrying out readiness inspections, survey declarations and other quality assurance measures to ensure preparedness for safe and effective operations
- Conducting after action reviews of major incident responses and other operational reviews and reports
- Promoting and implementing frameworks and standards for member safety, wellbeing and protection including WHS programs and the Critical Incident Support Service
- Supporting the delivery of public education strategies, activities and events to promote safe boating practices in the zone
- Working closely with the Zone Commander South and Zone Training Manager to support MRNSW Units to foster a safe and inclusive workplace

- Collaborating with teams across MRNSW to contribute to excellent policies, processes, systems, training, marketing, communications, tools and equipment that support and enable effective operations including identifying operational needs and opportunities for improvement.

Skills and experience

The Zone Duty Operations Manager Monaro is a highly collaborative leader with a proven ability to mobilise and coordinate a diversity of resources in order to maximise operational capability. With proven capability building skills, they are experienced in effectively managing challenging relationships and resolving conflicts with internal and external stakeholders.

The Zone Duty Operations Manager Monaro has the ability to ensure their teams understand and comply with legislative and policy requirements, including work health and safety and probity standards. They contribute to the MRNSW team by measuring and evaluating the performance and effectiveness of operational activities and driving for continuous improvement.

The occupant of this position must hold a current driver's license and current Australian citizenship or permanent residency.

Expectations and authority

As part of the Zone South team, this position contributes to managing and implementing:

- National legislation for domestic commercial vessels
- Work, health and safety legislation
- Transport for NSW Training Provider scheme requirements
- MRNSW Registered Training Organisation (RTO) requirements
- Our Service Strategy - Excellence in emergency services operations
- Our People Strategy - Enhance education and engagement
- Our Organisation Strategy - 'One Marine Rescue'
- Our Business Strategy - Drive efficiency and effectiveness
- MRNSW Community Education and Public Safety Advocacy Strategy.

Key relationships

The key relationships of the position are with:

- MRNSW Unit Commanders, Deputies and Executive personnel to provide operational, leadership, induction and mentoring support, support the delivery of Zone Unit Commander meetings, and bolster effective governance and unit administration
- Staff and members across units and zones to develop and strengthen inter-unit and inter-region coordination and alignment, and support other regions when needed
- Members to respond to queries and resolve concerns relating to operational matters or those requested by the Zone Commander or Deputy Commissioner
- Staff and teams across MRNSW as the first point of contact to exchange information about operational matters

- The MRNSW Training and Capability team to support the member skill development and leadership training programs and pathways.

Key challenges

As part of the Zone South team, this position works collaboratively to tackle key challenges including:

- Strengthening connections between staff and members to reinforce a safety culture, improve communication, increase operational standards and increase engagement
- Providing clarity on service delivery to members and what 'good service' looks like, using this to align messages, coordinate work and make service quality consistent
- Ensuring all our work supports effective service delivery including governance, systems, and ways of working including resource levels and allocation.

Selection criteria

Experience - Essential

1. At least 3 years' leadership experience in emergency services, emergency management or incident response — preferably with experience in a volunteer-based organisation
2. Experience in maritime operations, preferably with formal qualifications such as a Certificate of Competency issued by AMSA
3. Proven leadership, people and conflict resolution skills, with a track record of building collaboration across teams
4. Excellent written and verbal communication skills, with the ability to represent MRNSW to key stakeholders
5. Experience engaging and motivating people from diverse backgrounds, and removing barriers to inclusion
6. A current driver's licence and current Australian citizenship or permanent residency.

Qualifications and skills - Highly desirable

7. Tertiary qualifications or specialist accreditation in emergency management
8. Experience in face to face training and capability building, volunteer engagement, or public education and awareness campaigns.