

Role Description

Fire Safety Officer



Cluster	Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 2, Level 2
Kind of Employment	Enterprise Agreement
ANZSCO Code	441212
PCAT Code	1332292
Role Number	TBC
Date of Approval	April 2023
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained. Our ambition is to be Everyone's House; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (Creativity, Courage, Inclusivity, Integrity, Collaboration and Care):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

Further detail on strategic direction is set out in the [SOH Strategy 2024-26](#).

PURPOSE OF THE ROLE

As part of the Emergency Planning & Response Group, the Fire Safety Officer undertakes fire safety activities including the inspection and provision of advice on fire and safety related matters.

The Fire Safety Officer takes actions to prevent, prepare, respond and recover, from site related emergencies.

KEY ACCOUNTABILITIES

- Utilise & monitor fire and safety equipment and systems as well as general hazard management and work permit systems across SOH.
- Participate as part of the Emergency Control Organisation (ECO) for emergency response. Undertake and facilitate emergency response training and relevant safety inductions.
- Undertake workplace inspections, report hazards, incidents, and recommend solutions.
- Implement solutions and temporary measures to make areas or practices safe.
- Provide safety support to major events and, carries out tasks for the implementation of operational plans during events.
- Develop SOH procedures, standards and policies on life safety, fire prevention, evacuation activities and other relevant life safety topics. Completion of administrative tasks required for the role including effective documentation of incidents, procedures, maintaining records & data on computerised & manual systems, in line with relevant House standards, policy and procedures.
- Proactively patrol and monitor SOH to identify and rectify fire prevention and life safety issues.
- Maintain a consistently high standard of personal presentation at all times including fitness standards.

- A Valid WWCC clearance. All SOH staff have a responsibility to raise any child safety concerns they may have and comply with all legislative obligations that apply in relation to reporting child abuse. All staff engaged in child-related work are “mandatory reporters” and must comply with the reporting obligations outlined in [SOH’s Child Safety Framework](#), in particular the Child Safety Complaint Handling Procedure.

KEY CHALLENGES

- Provide best practice fire safety services to the SOH, given the complicated nature of the building, its restricted interior space, multitude of external accesses and its heritage status and exemption at construction of some standards and industry practices.
- Operate within a 24 hour live operating environment, including working rotating shifts across days, evenings and weekends.
- Ability to work with a range of internal and external stakeholders, building and enhancing working relationships.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Fire Safety Manager	To report to and receive management from an operational and administrative perspective.
Duty Security Supervisor	To inform and provide advice on all fire, public and life safety issues, and assist with the coordination, planning and implementation of the SOH Emergency Management plans.
Head of Security, Emergency Planning and Response	To advise and exchange information on emergency management and site planning, as necessary
Emergency Planning & Response Group (OSO, FSO)	To work collaboratively to assist in emergency response and evacuation, medical emergencies, promotion and awareness of emergency procedures.
Building portfolio	To follow procedures in order to comply with statutory regulations.
Event Operations and Staff	To advise, assist, train, and respond in relation to fire safety related issues or incidents, set an example and maintain consistency in the application of SOH fire safety obligations.
External	
Presenters, Business Partners, Consultants, Contractors and Customers	To advise and support to achieve effective emergency response and evacuation, public and life safety and medical emergencies.
Emergency Services	To maintain professional operational relationships and liaise with members of key external agencies (e.g. Fire Rescue New South Wales) whilst on-site when required.

ROLE DIMENSIONS

Decision Making

The position will assess and issue permits to contractors for work requiring compliance with building safety standards as set by the Building portfolio.

In case of emergencies and accidents decision making and responses must be quick, calm, rational and justifiable at a later date. The position holder has the authority to assess a fire and either fight the fire with existing resources or to advise the Fire Safety Manager and/or Chief Warden that the next level of emergency procedures should be implemented.

Reporting Line

Fire Safety Manager

Direct Reports

Nil

ESSENTIAL REQUIREMENTS





- Experience and skill in fire prevention/protection with demonstrated expertise in the use of fire fighting and safety equipment with demonstrated technical ability to monitor safety, fire detection, emergency warning, suppression systems and equipment, and to develop solutions and resolve problems to achieve compliance with legislation, codes, and standards.
- Recognised training and qualifications or equivalent in providing First Aid (or higher) with a demonstrated ability to undertake Advanced Resuscitation.
- Qualifications and/or experience in delivery training to small groups and Work Health and Safety (WHS).
- Good observation, investigation and analytical skills to implement the SOH standards and facilitate compliance to assist managers and staff to achieve continuous improvement and safe practices.
- Excellent communication and interpersonal skills to liaise effectively with stakeholders at all levels to gain compliance and develop constructive solutions, to brief and train stakeholders, to conduct efficient first response operations and to coordinate people effectively in emergencies.
- An ability to work as a team, interpret complex situations and provide effective service with 24 hour coverage.
- Practical experience in responding to emergency situation with the ability to remain calm under pressure.

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Personal Attributes Act with Integrity	Foundational	<ul style="list-style-type: none"> • Behave in an honest, ethical and professional way • Take opportunities to clarify understanding of ethical behaviour requirements • Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate behaviour • Report apparent conflicts of interest
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Project Management	Foundational	<ul style="list-style-type: none"> • Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers

NSW Public Sector Capability Framework

Group and Capability

Level

Behavioural Indicators

- Participate in planning and provide feedback about improvements to schedules
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