

A NEW OUTLOOK FOR YOUR CAREER



Australian Government
Bureau of Meteorology

Manager, Hazard Preparedness and Response – NSW/ACT

Executive Level 2 Lower

JOB REFERENCE NUMBER	16042
CLASSIFICATION	Senior Professional Officer Grade B (EL2L)
GROUP	Community Services
PROGRAM	Decision Support Services
LOCATION	Sydney
STATUS	Ongoing
WORKING HOURS	Full time
SALARY RANGE	\$119,495 – \$134,208, plus an additional 15.4% superannuation
CLOSING DATE	11:30 pm AEST/AEDT Sunday, 16 August 2020
APPLICANTS	Australian Citizenship – see Eligibility Requirements
CONDITIONS	The successful applicant may be required to obtain and maintain a Negative Vetting 1 security clearance
CONTACT OFFICER	<ul style="list-style-type: none">Jane Golding, Manager HPR – East jane.golding@bom.gov.au, 0292961660



ABOUT US

The Bureau of Meteorology is one of the few organisations that touches the lives of all Australians and the country as a nation, every day. The Bureau works across Australia and remote islands, providing services from the Antarctic to beyond the equator, and from the Indian Ocean to the Pacific.

We are Australia's national weather, climate and water agency. We operate under the authority of the *Meteorology Act 1955* and the *Water Act 2007*, in the Agriculture, Water and Environment portfolio of the Australian Government. We provide data, information, knowledge, insight and wisdom to help Australians prepare and respond to the realities of their natural environment, including droughts, floods, fires, storms, tsunamis and tropical cyclones.

Through regular forecasts, warnings, monitoring and advice, we provide one of Australia's most fundamental and widely used public services. Our products and services include observations, forecasts, analysis and advice, covering Australia's atmosphere, water, oceans and space environments. We undertake focussed scientific research in support of our operations and services.

We pride ourselves on our strong relationships with our customers, partners and stakeholders in Australia. This includes the Australian community, the emergency services sectors, all levels of government and focus sectors including aviation, agriculture, energy and resources, and national security.

<p>Our vision is...</p> <p>To be an organisation of global standing, that is highly valued by the community for our pivotal role in enabling a safe, prosperous, secure and healthy Australia.</p>	<p>to achieve our mission...</p> <p>To provide trusted, reliable and responsive weather, water, climate and ocean services for Australia – all day, every day.</p>	<p>by focussing on...</p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%; text-align: center;">  Impact and value </div> <div style="width: 50%; text-align: center;">  Operational excellence </div> <div style="width: 50%; text-align: center;">  Insight and innovation </div> <div style="width: 50%; text-align: center;">  The Bureau way </div> </div>
 <p>To contribute to a future with zero lives lost through natural hazards</p>		<p>To contribute to a 2022 with \$2 billion of added social and economic impact and value to the Australian community</p>



WORKING AT THE BUREAU

The Bureau represents a dynamic and exciting opportunity. A role with the Bureau involves:

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OUR WORK	OUR PEOPLE	OUR ENVIROMENT	OUR EXPERIENCE
Purpose-driven, impactful work that brings real benefit to the Australian community, businesses and industry.	A deeply passionate and highly skilled workforce that continuously challenges the status quo to achieve greater impact and experiences for our colleagues and customers.	A world class organisation with excellent workplaces in great locations, access to cutting-edge technology and a safe and inclusive environment for everyone.	A commitment to professional development and growth, backed by clear career pathways and training opportunities, and complemented by a competitive remuneration package.

POSITION OVERVIEW

The Bureau of Meteorology is undergoing a significant transformation to deliver a more customer centric, unified and resilient national operation. This is an exciting new strategic direction for the Bureau which will transform the way we deliver services to Australian communities.

The future operating model for the Bureau will open new career pathways and enhance our culture to empower our people to learn and grow. As part of this transformation, we are introducing new roles that will assist the Bureau in delivering world class weather products and services within the newly formed Community Services Group.

This group is comprised of Decision Support Services (DSS), Environmental Prediction Services (EPS), and National Production Services (NPS) which have been configured to enable scalable, national and resilient services. The Decision Support Services Program will lead customer engagement within the Community Services Group with an overarching mission to deliver tailored, relevant and timely information to enable better decision making.

The Decision Support Services Program is characterised by its shared understanding of the impact that weather, water, climate and oceans have on the decisions that Bureau customers make every day.

Operating with a national capability, the program will be accountable for leading engagement with the Australian community and the emergency management sector. This will be delivered by two dedicated teams: Community Engagement (CE) and Hazard Preparedness and Response (HPR).

The Manager, Hazard Preparedness and Response – NSW/ACT, is a new role within the Decision Support Services Program, under the Community Services Group.

The HPR teams will provide tailored services across weather, climate, water and oceans to emergency management and first responder customers and key national stakeholders. In transforming how we communicate with our customers by utilising our knowledge of their decision making processes, we will enhance our customer's ability to manage their weather, flood and climate risks by interpreting impacts including timing, uncertainty and vulnerability.

Reporting to the regional Manager, Hazard Preparedness and Response - East, the successful candidate will have the unique opportunity to establish the Community Services group foundation for the Decision Support Services capability, whilst leading and empowering our people as the Bureau transforms its national operations approach.



ROLE RESPONSIBILITIES

The Manager, Hazard Preparedness and Response – NSW/ACT, will build a high performing team that delivers an outstanding customer experience to their state or territory through partnership with emergency managers and first responders.

The primary responsibilities for this role are to lead, manage and coordinate HPR teams and activities in their state or territory. This role will coordinate customer engagement whilst capturing their requirements for planning, preparation, response and recovery in their state or territory.

The Manager HPR – NSW/ACT will lead and manage continuous improvements to products, governance and services for emergency services and first responders. A key deliverable of this role will be to champion new ways of working in communicating and engaging directly with stakeholders and key customers to build, nurture and grow relationships.

This role will lead a high performing team across New South Wales and the Australian Capital Territory that will connect seamlessly and coherently within the Bureau's national footprint. You will be responsible for responding efficiently to ensure operations are collaborative, responsive and built on the principles of innovation and continuous improvement.

In this role you will prioritise staff development opportunities to ensure world leading competencies are held within the team. You will develop and maintain your own expertise as a people centred leader and exceptional communicator. This includes the provision of high-level briefings to customers, media interviews and press conferences as part of providing operational support to the Bureau at peak times. During significant weather events, you will be committed to supporting the Bureau and our customers outside the scope of standard working hours.

In building the Decision Support capability, the Manager HPR – NSW/ACT will assume responsibility for the quality and impact of weather services for your state or territory; including rostering, quality control and correction of deficiencies identified in post event reviews.

Over the next 12-24 months this role will manage the production of routine and severe weather forecasts and warnings at which point these activities will transition to the appropriate group. This supports the broader plan for the Bureau's transformation and as a result, will draw a sharper focus on customer relationships moving forward.



A day in this role might include...	To be successful in the role, you will display...
<ul style="list-style-type: none">• Maintaining an awareness of the daily weather status and / or unfolding severe weather events.• Participate in press conferences with the Premier and emergency management leads during severe weather events.• Collaborating across programs (in particular EPS and NPS) to lead your team in delivering the best weather, flood, ocean and climate services in real time.• Monitoring the impact and value of Bureau services across customers, partners and stakeholders of emergency management.• Relationship building and continuous improvement with customers, partners and stakeholders in the emergency management and first responder communities in your state or territory.• Provision of informed advice regarding the impacts of weather that will assist customers in developing their risk mitigation strategies.• Coordination and deployment of resources to ensure projects and services are delivered.• A transparent, daily commitment in supporting the Bureau's Workplace Health Safety and Environment (WHSE) and diversity and inclusion initiatives.	<ul style="list-style-type: none">• A dedicated curiosity about the impacts of the evolving weather, flood, ocean and climate landscape.• Exceptional leadership and communication skills.• Demonstrated ability to excel in high pressure situations such a during severe weather events, in supporting the Bureau and its customers.• Expertise in developing senior stakeholder relationships both internally and externally.• A comprehensive understanding of how climate, ocean, weather and flood impacts on emergency management and first responder communities in your state or territory.• Demonstrated ability and experience in leading multidisciplinary teams, and a commitment to cross team collaboration.• Development of new and enhanced service offerings that harness science and technology, reflecting customer requirements.• Ability to coach, develop and mentor individuals and teams to reflect the needs of Bureau customers, partners, stakeholders and outcomes.



SELECTION CRITERIA

The Bureau encourages applications from all suitably qualified candidates. Applications will be considered based on alignment with selection criteria, which has been matched to the APSC Work Level Standard for EL2L positions.

Core capabilities – Manager Hazard Preparedness and Response – NSW/ACT

Leadership

- A people-centred leader who embraces new ways of working across multidisciplinary teams.
- Establishes credibility with staff, customers, partners and stakeholders through domain expertise and a strong ability to lead in complex, sensitive and often evolving situations.
- Committed to a future where the Bureau is dynamic, relevant and the trusted source of information for weather, climate, and water when it matters most.

Delivering to Customers

- Collaborates with customers to develop and deliver customised services.
- Prioritises a customer focus culture whilst maintaining strong customer relationships within the team.
- Identify, establish and implement new services and procedures for continuous improvement.
- Provide expert program, service or policy interpretation to ensure the highest level of customer service, risk assessment and risk management.
- Ensure continuity of service delivery across state or territory.
- Assembles relevant multidisciplinary capabilities to provide customers with an outstanding experience.

Collaboration

- Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.
- Communicates with authority with senior leaders, customers, partners and stakeholders.
- Listens, understands and tailors communication style to suit varying audiences and situations.
- Negotiates with a strong understanding of key issues and objectives to work towards desired outcomes.
- Nurtures professional relationships with colleagues and stakeholders to collaborate and effectively solve problems and achieve shared goals

Management Expertise

- Implements change within a complex and dynamic operating environment.
- Effectively manages diverse skillsets using communication and leadership skills to drive a culture of personal accountability to deliver results.
- A commitment to action, problem solving and operational excellence.
- Leads and contributes to innovation initiatives to improve workplace practices by working closely with key stakeholders to increase efficiencies.

Resilience

- Deeply curious about the evolving weather landscape.
- Exemplifies and fosters a culture of personal accountability for delivery of expected outcomes.
- Unwavering professionalism and alignment with the values of the Australian Public Service
- Comfortable with ambiguity and shows personal courage and resilience
- Demonstrates self-awareness and a commitment to personal development



MANDATORY REQUIREMENTS

- A degree from an Australian educational institution, or a comparable overseas qualification, which is appropriate to the duties; OR Other comparable qualifications, which are appropriate to the duties.
- Previous experience working in delivering operational weather services and emergency management sector or in communications.

HOW TO APPLY

Applications need to be lodged on the Bureau's online eRecruit system through the Current Internal and External Vacancies [page](#).

Your application will consist of a resume, contacts for two referees and a '1000-word pitch' that considers:

- position overview
- role responsibilities
- selection criteria
- relevant section of the [Integrated Leadership System \(ILS\)](#) and [APS work level standards](#)

The Bureau is an equal opportunities employer. We will support applicants with disability through our [RecruitAbility Program](#) and will provide reasonable adjustments such as access, equipment and other practical support at relevant stages of the recruitment process.

We recognise the need for our workforce to reflect the community we serve and provide an inclusive environment that respects and values diversity and is described in our [Diversity and Inclusion Statement of Commitment](#). We strongly encourage qualified applicants from diverse backgrounds to apply.

The Bureau offer flexible working options, reasonable workplace adjustments and Employee Assistance Program (EAP). Should you have any questions or experience any difficulties with applying online, please contact the Recruitment Team on jobs@bom.gov.au or phone 03 9669 4401.

ADDITIONAL INFORMATION

To find out more about the employment conditions at the Bureau, please refer to the Bureau of Meteorology [Enterprise Agreement 2018](#).