



Deputy Commissioner, Queensland Fire and Rescue Queensland Fire and Emergency Services

Success Profile | June 2024



Queensland
Government

Introduction

Thank you for your interest in the **Deputy Commissioner, Queensland Fire and Rescue** selection process.

OnTalent is thrilled to be leading the process of this appointment on behalf of **Queensland Fire and Emergency Services**. This briefing pack provides you with information regarding the organisation, the role and requirements.

Once you have reviewed this material, and if you haven't already, please visit <https://www.ontalent.com.au/qldfireandemergencyservices/> for details on how to apply.

I look forward to working with you through this process and invite you to contact me directly at anytime on 07 3305 5800.

Natasha Olsson-Seeto

Natasha Olsson-Seeto
Chief Executive
OnTalent

About Queensland Fire and Emergency Services

As an emergency service department, Queensland Fire and Emergency Services (QFES) is responsible for ensuring the safety of people and property across Queensland through the provision of effective prevention, preparedness, response and recovery activities across a range of emergency situations.

Queensland Fire and Emergency Services (QFES) is the primary provider of fire and rescue, emergency management, disaster mitigation programs and services throughout Queensland. QFES deliver this through our Fire and Rescue Service (FRS), Rural Fire Service (RFS) and State Emergency Service (SES). From July 2024, QFES will become the Queensland Fire Department (QFD) as part of reforms recommended in the 2021 Independent Review of Queensland Fire and Emergency Services. Reforms underway have already seen Disaster Management, Marine Rescue and SES transfer to the Queensland Police Service.



Service areas

Fire and Emergency Services - to enhance community safety by minimising the impact of fire, emergency events and disasters on the people, property, environment and economy of Queensland.

Role and resources

The QFES vision is to create and sustain a safe and resilient Queensland in the face of fires, emergencies and disasters. The purpose of QFES is to deliver contemporary and effective fire, emergency and disaster management services that meet Queensland communities' needs.

In 2023-24 QFES is working towards its objectives:

- » A strong, collaborative and sustainable QFES recognised for contemporary and adaptable fire, emergency and disaster management service delivery.
- » Collaboration occurs with communities and partners before, during and after fires, emergencies and disasters.
- » Communities are connected and capable in the face of fires, emergencies and disasters.

About Queensland Fire and Emergency Services

2023-24 portfolio budget

- » Full-time equivalent employees 4,145
- » 2023–24 Department Budget
 - Capital purchases: \$136.7 million
 - Income – Controlled: \$940.4 million
 - Expenses – Controlled: \$1.1 billion.



Ministerial Charter Letter

The Queensland Fire and Emergency Services delivers the following identified priorities, as set out in the Minister for Fire and Disaster Recovery and Minister for Corrective Services [Ministerial Charter Letter](#):

- » ensure effective recovery responses following disasters and prioritise improved disaster resilience of communities throughout the State.
- » support effective establishment of the Queensland Fire Department as a focused and contemporary organisation with a focus on fire service delivery.

Administered Legislation

The responsibilities of Ministers and their portfolios are set out in [Administrative Arrangements Orders](#). For each Minister, they detail the principal responsibilities, the Acts they administer, and the departments, agencies and office holders responsible for them.

Government Objectives

As Deputy Commissioner, Queensland Fire and Emergency Services you will play a significant role in influencing the execution and successful delivery of [the Queensland Government objectives for the community](#) that reflect the government's vision for Queensland and outline our plan to build future prosperity and growth across the state.

The objectives are long-term and can only be achieved by everyone involved working together. The objectives are:

Good jobs – Good, secure jobs in our traditional and emerging industries.

- » Supporting jobs: Good, secure jobs in more industries to diversify the Queensland economy and build on existing strengths in agriculture, resources and tourism.
- » Backing small business: Help small business, the backbone of the state's economy, thrive in a changing environment.
- » Making it for Queensland: Grow manufacturing across traditional and new industries, making new products in new ways and creating new jobs.
- » Investing in skills: Ensure Queenslanders have the skills they need to find meaningful jobs and set up pathways for the future.

Better services – Deliver even better services right across Queensland.

- » Backing our frontline services: Deliver world-class frontline services in key areas such as health, education, transport and community safety.
- » Keeping Queenslanders safe: Continue to keep Queenslanders safe as we learn to live with COVID-19 and ensure all Queenslanders can access world-class healthcare no matter where they live.
- » Connecting Queensland: Drive the economic benefits, improve social outcomes and create greater social inclusion through digital technology and services.
- » Educating for the future: Give our children the best start by investing in our teachers and schools.

Government Objectives

Great lifestyle – Protect and enhance our Queensland lifestyle as we grow

- » Protecting the environment: Protect and enhance our natural environment and heritage for future generations and achieve a 70% renewable energy target by 2032 and net zero emissions by 2050.
- » Growing our regions: Help Queensland's regions grow by attracting people, talent and investment, and driving sustainable economic prosperity.
- » Building Queensland: Drive investment in the infrastructure that supports the State's economy and jobs, builds resilience and underpins future prosperity.
- » Honouring and embracing our rich and ancient cultural history: Create opportunities for First Nations Queenslanders to thrive in a modern Queensland.



Leading the Sector

Leadership qualities

As a Senior Executive of the Queensland Government, you are expected to provide exemplary leadership qualities that align to the [Leadership competencies for Queensland](#). See the below list of key behaviours which have been identified as critical for you to succeed in the role.

- » leads strategically
- » stimulates ideas and innovation
- » leads change in complex environments
- » makes insightful decisions
- » develops and mobilises talent
- » builds enduring relationships
- » inspires others
- » drives accountability and outcomes
- » fosters healthy and inclusive workplaces
- » pursues continuous growth
- » demonstrates sound governance.



Conditions and Benefits of the Role

All newly appointed employees who have been employed as a lobbyist in the previous two years are required to provide a disclosure within one month of commencement in accordance [with Disclosure of Previous Employment as a Lobbyist Policy](#).

Any applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them. If recommended for employment the panel chair will contact the applicant further to discuss this requirement.

Your home base will be the Emergency Services Complex at 125 Kedron Park Rd Kedron.

Your employment conditions are set out in the Act and your contract of employment. Remuneration commensurate with the role and responsibilities will be negotiable.

If successful, you will be required to:

- » give consent for pre-employment criminal history and personal probity checks to be conducted on you, including verifying higher educational qualifications
- » enter into an initial performance agreement with the Premier or delegate within three months of commencing and thereafter for each financial year
- » provide and keep current your [declaration of interests](#), which will be made publicly available.



Key Role Information

Title	Deputy Commissioner, Queensland Fire and Rescue
Status	Permanent, Full-time
Tenure	Fixed Term Contract under the provisions of the <i>Fire and Emergency Services Act 1990</i> .
Work Unit	Queensland Fire and Emergency Services
Location	Emergency Services Complex, Kedron
Division	Queensland Fire and Rescue
Purpose of the Role	<p>The Deputy Commissioner, QFR is responsible for leading the performance and specialist service delivery elements of fire, emergency management and specialist emergency response activities to communities throughout Queensland. This is achieved by overseeing and leading the delivery of all QFR services through our four regional office locations. Along with supporting the Commissioner in the performance of the Commissioner’s statutory functions, you will be accountable for leading improvements in the overarching performance and capability of QFR.</p> <p>The position requires strong professional leadership and management capabilities. The role requires an ability to lead and manage urban and emergency management services to deliver government priorities along with excellence in client service delivery. The Deputy Commissioner is to provide high level leadership particularly by working collaboratively with internal and external stakeholders. As an executive your performance will be assessed in according to four key accountability perspectives: financial; stakeholder and outcome; internal business; and learning and growth.</p>

Key Role Information

Purpose of the Role (continued)

This position is accountable to the Commissioner, QFES

Mandatory operational requirements

- professional firefighting experience which requires the ability to demonstrate significant knowledge of and practical experience in each of the following:
 - responding to, combating and managing structural fires, bushfires, and incidents involving hazardous materials
 - carrying out specialist and technical rescues
 - responding to and managing disasters.

AND

- incident control expertise which requires the ability to demonstrate significant knowledge of and practical experience in the control of:
 - incidents of large-scale structural fires and bushfires; and
 - incidents involving hazardous materials; and
 - specialist and technical rescues; and
 - responses to disasters.

AND

- fire prevention expertise which requires the ability to demonstrate significant knowledge of and practical experience in fire prevention, in relation to—
 - building fire safety; and
 - community education and enforcement; and
 - mitigation and prevention strategies in the built environment and rural environments that are susceptible to bushfires.
- Experience must be obtained by employment as a firefighter in QFR or a fire service (however described) in another State or New Zealand that is equivalent to QFR.



Key Role Information

Your key accountabilities

Your part in the ongoing success of our department, in providing key frontline services will see you responsible for a variety of work, including, but not limited to:

Financial

- Provide strategic direction and leadership within QFES to ensure the effective delivery of services through best use of the human, financial and capital resources, ensuring government and corporate objectives are met.
- Management of organisational capability and direction in response to contemporary performance expectations in liaison with our business partners.

Stakeholder and outcome

- Develop strategic partnerships and effective relationships with Local Government, Queensland Police Service, emergency services agencies and other State Government agencies, Commonwealth agencies, Non-Government, organisations and other organisations including volunteer organisations which contribute to the effectiveness of Queensland’s disaster management system.
- Develop and sustain relationships within the organisation, with the Ministers Office, across the public service and with a diverse range of significant external stakeholders including unions and associations.
- Provide executive leadership regarding local, inter-state, national and international trends, issues and initiatives relevant to fire and emergency management services and oversee policies, considering emerging trends and identifying long term opportunities.
- Represent the interests of the state of Queensland effectively in public and internal forums and on a range of national forums that relate to national security.

Internal business

- Provide high level visionary leadership within QFES and the community to ensure the delivery of world class professional, preventative and responsive fire and emergency services.
- Provide leadership and undertake strategic decision-making during times of State-wide or critical emergency response.
- Command and lead major incidents and disaster management responses with the capacity to undertake the role of State Fire Controller.
- Strategic management of performance, capability and interoperability across QFES.

Key Role Information

Internal business (continued)

- Provide executive leadership to guide the direction of the organisation, its current and future services and the longer-term development of the organisation.
- Ensure QFES compliance with relevant legislation, government policy, corporate direction and contemporary best practice in fire and emergency service delivery.
- Execute excellence in interpersonal skills to manage negotiations to resolve issues of great significance to the department's operation.
- Ensure that the Commissioner and Minister are provided with proactive and detailed advice on a broad range of complex and sensitive issues.
- Provide a high level of advice, forward planning and strategic decision making that has a significant impact and that is critical to continued success of the department.
- Devise and implement strategies to addresses critical risk areas.
- Strongly influence departmental and whole-of-government policies and priorities.
- Represent or assume the role of Commissioner, QFES during planned and/or unexpected absences.

Learning and growth

- Provide leadership and drive direction and accountability against customer measures to support best practice in the raising, training and sustaining of staff that support the prevention, preparedness, response and recovery phases in an all-hazards environment whilst contributing to the broader objective of improving community resilience.
- Support the Commissioner to ensure, through monitoring and regularly evaluating, emergency capability is continually improving with a priority focus on providing support to local governments and fire/disaster management groups.
- Ensure a strategic approach to the delivery of training for operational staff enables persons to perform the functions under the relevant Acts are met efficiently, effectively and appropriately.
- Implement sustainable and effective performance management and development systems.
- Lead and drive the implementation of government reform agenda and department commitments.
- Lead and model whole of government values which reflect a commitment to customer first, ideas into activities, unleash potential be courageous and empower people.



Key Role Information

Learning and growth (continued)

- Lead and drive the implementation of operationally critical projects of significant scope and complexity including systems, technology, employment relations and continuous improvement initiatives.
- Lead the development and implementation of effective corporate governance and business improvement frameworks and practices.

Capabilities

As a leader in the Queensland Government, you will display outstanding judgement, high of level integrity, strong agility to adapt to a constantly changing environment, a strong achievement orientation, and excellent communication and negotiation skills.

The position requires a person who will take personal responsibility for serving the government of the day and meeting the needs of Queenslanders. As Deputy Commissioner you will work towards a system of excellence in service delivery and public sector management.

You will have a record of success as a leader in a large and complex organisation with outstanding leadership ability.

You will have extensive experience across the public, private and/or not for profit sector and you will have a strong background in strategy and policy implementation, service delivery, and client service.

You will have a proven track record as an agent of change in challenging environments and in fostering a confident and capable workforce.

You will have extensive experience in an operational environment.

QFES actively encourages productive working relationships, a healthy work-life balance, workplace diversity and innovation. As such you will be committed to implementing a safe, healthy and secure workplace; and flexible work and lifestyle options.

You will be expected to embed quality of life principles into your working life and role model behavior's that demonstrate a work-life balance.

To determine your suitability for the role, you will be assessed on the following Leadership Competencies for Queensland behavioural profiles that link to the "key accountabilities" for this role:

Key Role Information

Leadership Competency Stream

Executive (leading the function)

Vision

- Leads strategically
- Stimulates ideas and innovation
- Leads change in complex environments
- Makes insightful decisions

Results

- Develops and mobilises talent
- Builds enduring relationships
- Inspires others
- Drives accountability and outcomes

Accountability

- Fosters healthy and inclusive workplaces
- Pursues continuous growth
- Demonstrates sound governance

Once you join us we will want you to exemplify the QFES shared values:

- Respect
- Integrity
- Trust
- Courage
- Loyalty



How to Apply

Queensland Fire and Emergency Services are committed to inclusive and diverse practices, including recruitment and selection which ensures people from culturally and linguistically diverse backgrounds, people with disability, women, and Aboriginal and Torres Strait Islander people have equal opportunity to apply and participate.

Please see [our Cultural Capability Action Plan, Disability Service Plan and Multicultural Action Plan](#) for more information.

You are encouraged to visit <https://www.ontalent.com.au/qldfireandemergencyservices/> as it contains information to assist with understanding the recruitment and selection process.

To be considered for this role, please provide the following information for assessment of your suitability:

- » your current resume
- » a maximum two page cover letter, including a suitability statement.



Additional Information

Organisational Chart

Annual Report

Strategic Plan

LinkedIn Page

Work for Queensland
Government



Get in Contact



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