



# Chief Fire Officer Queensland Fire Department

Success Profile | August 2024



**Queensland**  
Government

# Introduction

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Thank you for your interest in the **Chief Fire Officer** selection process.

OnTalent is thrilled to be leading the process of this appointment on behalf of **Queensland Fire Department (QFD)**. 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/qfd> 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 Department

The Queensland Fire Department (QFD), was established on 1 July 2024 under the Fire Services Act 1990 and reports to the Minister for Fire and Disaster Recovery.

QFD replaces the previous Queensland Fire and Emergency Services, following a series of independent and wide-ranging disaster management and fire and emergency services reviews conducted in recent years and changes to legislation.

The reviews, which also focused on the Queensland Police Service and Queensland Reconstruction Authority, were aimed at ensuring long-term sustainability of disaster and emergency services for Queenslanders and addressed functions, structure, culture, efficiency and funding.

The changes will strengthen the state's response to fire, disaster management and emergency services, while providing greater reassurance for Queenslanders when natural disasters and other emergencies impact the state. We provide world-class fire and rescue services to Queensland communities with a clear focus on fire prevention, response and control.



## **Our purpose**

Our purpose is to pre-empt, prevent, mitigate and manage the consequences of fire and other emergencies for Queensland communities.

## **Our vision**

Working together to create safer communities through contemporary fire and emergency services.

## **Our values**

Our shared values of respect, integrity, courage, loyalty and trust play a vital role in guiding our decisions and behaviours individually and collectively as an organisation. These values foster a sense of belonging and purpose and sits at the core of how we work to support each other and the community.



# About Queensland Fire Department

## Investment in QFD

The creation of QFD has come with additional funding for extra frontline and support positions, and new and improved facilities, training and equipment, with reforms ensuring we are best placed to meet the challenges of our ever-changing climate and respond to emergencies and disasters as they impact growing Queensland communities.

RFSQ is receiving record funding to better enable them to protect people, property and environment for all Queensland communities. There is significant investment in new and improved RFSQ facilities, equipment and fleet, and an extra 114 support positions will assist volunteers in doing what they do best.

The reforms also recognise the valued service provided by volunteer members and ensure greater legal protections for them as they serve their communities during disaster and emergencies.

QFR will receive a significant funding boost and an additional 143 firefighter positions to enhance its multi-hazard response capabilities to help protect Queenslanders and keep communities safe. As always, the department's focus is on being there for Queensland communities during disasters and emergencies. We continue to work closely with other emergency services to ensure a seamless implementation of these reforms.

The new department comprises the Commissioner, Chief Fire Officer, Queensland Fire and Rescue (QFR), Rural Fire Service Queensland (RFSQ), State Operations Directorate (SOD) and Strategy and Corporate Services (SCS).



# About Queensland Fire Department

## 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

QFD 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 QFD 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 Chief Fire Officer of QFD, 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

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**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

<b>Title</b>	Chief Fire Officer
<b>Status</b>	Permanent, Full-time
<b>Tenure</b>	Fixed Term Contract under the provisions of the <i>Fire Services Act 1990</i> .
<b>Work Unit</b>	Queensland Fire Department
<b>Location</b>	Emergency Services Complex, Kedron
<b>Division</b>	Office of the Chief Fire Officer
<b>Purpose of the Role</b>	The purpose of the role of Chief Fire Officer is to provide advice to the Commissioner about the fire services, including matters relating to service delivery, operational culture, innovation and research, and evaluation of strategies to ensure best practice processes meet current and future needs of the department. The role of Chief Fire Officer is established in the Fire Services Act 1990 and reports to the Commissioner, Queensland Fire Department.

# Key Role Information

## Purpose of the Role (continued)

This position is accountable to the Commissioner, Queensland Fire Department .

The Chief Fire Officer is required to lead the performance of the Office of the Chief Fire Officer. At the direction of the Commissioner, specific Chief Fire Officer responsibilities will include:

- Providing expert advice and insight on matters of operational practice that ensures continuous improvement, identification and implementation of innovative approaches that lift service delivery and safety outcomes
- monitoring operational culture and implementing actions to drive positive cultural change
- establishing and driving implementation of formal interoperability planning to support the integration of fire and emergency services
- analysing lessons from major events, engaging with the capability framework, and applying innovation and best practice to identify and test solutions to enhance business and operational practices
- identifying opportunities to undertake research to inform future strategy.

The position requires strong professional leadership and management capabilities. The Chief Fire Officer is to provide high level leadership particularly by working collaboratively with internal and external stakeholders. As an executive, your performance will be assessed in accordance with the following four key accountability perspectives: financial; stakeholder and outcome; internal business and learning; and growth.



# 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

- Lead strategic resource planning processes for your function and manage the effective delivery of services through best use of the human, financial and capital resources, ensuring government and corporate objectives are met.

### Stakeholder and outcome

- Develop effective and professional internal and external relationships with a diverse range of significant stakeholders within Queensland and across jurisdictions including: staff; volunteers; other government agencies; industry bodies; unions; and associations.
- Provide leadership regarding emerging trends in fire services and programs to identify opportunities to improve the department’s service delivery and maximise outcomes for the community.
- Build and leverage cross-functional collaborative relationships and partnerships to drive interoperability planning and integration of services to achieve shared business and operational outcomes.
- Represent the interests of the QFD and the state of Queensland effectively at public forums.
- Provide leadership and drive performance and accountability throughout your function to contribute to the department’s strategic priorities and meet customer performance expectations.
- Work closely and collaborate with all members of the senior executive and divisional heads in the development and implementation of key business strategies, particularly targeting operational capability and continuous improvement.

### Internal business

- Participate in the development and implementation of business and operational strategies at the senior management level.
- Provide leadership within the department and across the community through the provision of insights and expert advice that ensure the delivery of contemporary fire services that deliver value-for-money and are professional, preventative and responsive.
- Critically review strategies and programs in accordance with both the internal and external operating environments and assist to inform the direction of the organisation, its current and future services and the longer-term development of the organisation.

# 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:

### Internal business cont.

- Through the provision of expert advice, ensure QFD's compliance with relevant legislation, government policy, corporate direction and contemporary best practice in the delivery of fire and related services, with a commitment to continuous improvement.
- Ensure that the Commissioner is provided with proactive and comprehensive high-level advice on a broad range of complex and sensitive issues.
- Provide expert advice, forward planning and strategic decision making that has a significant impact and that is critical to the continued success of the department.
- Monitor the implementation of strategic initiatives aimed at continuous quality improvement and aligning the organisation with relevant accreditation and legislative standards to ensure best practice.
- Providing expert advice and oversight on strategies to address critical risk areas, including mitigation strategies and processes to monitor risk over time.
- Monitor the external environment to enable anticipation of, and strategic responses to changes in government policy, and provide expert advice to ensure that all relevant legislative and regulatory obligations are met.
- Act as an escalation point and oversee the management of, and accountability for operational and community safety initiatives



# Key Role Information

## Learning and growth

- Support the Commissioner to ensure, through monitoring and regularly evaluating operational and emergency capability is continually improving with a priority focus on ensuring local governments and fire/disaster management groups are ready to support the communities we serve.
- Provide leadership in the recognition and action on critical risk, including:
  - best practice approaches to health, safety and wellbeing of staff
  - operational effectiveness
  - Identification and remediation action plans to address interoperability gaps
  - understanding of community impact and opportunities to improve outcomes
  - legislative compliance
  - Improvements required in emergency response and continuity plans.
- Provide leadership in the development of strategies that support organisational and cultural change across whole-of-department service delivery, and which keep the department's and the Queensland Government's values and the needs of the community as the core objective.
- Collaborate across the organisation to enable the provision of strategic and expert advice to the Commissioner, Deputy Commissioner, Chief Officer and Chief Operating Officer by gaining deep understanding of impacts on performance and capability to enable a planned approach to continuous improvement.
- Manage the implementation of broader government reform agendas and department commitments within your function in alignment with the department's approach.
- Manage the implementation of effective corporate governance and business improvement frameworks and practices.
- Implement sustainable and effective performance management to enable individual and team professional growth and development through planning and review.
- Manage human resource management functions and processes, ensuring they are undertaken in a fair, transparent and timely manner

# Key Role Information

## Mandatory Qualification

To be eligible for appointment as Chief Fire Officer you must have:

- professional firefighting experience; and
- incident control expertise; and
- fire prevention expertise

The Chief Fire Officer is employed under the Fire Services Act 1990

## Capabilities

As a leader in the Queensland Government you will display: outstanding judgement; a high level of integrity; strong agility to adapt to a constantly changing environment; a strong achievement orientation; and excellent communication and negotiation skills. You will lead by example and fulfil the responsibilities of this role in accordance with the departments values and behaviours and participate as an active member of the executive leadership team setting clear direction and vision, aligned to the organisation’s strategic objectives.

The position requires a person who will take personal responsibility for serving the government of the day and meeting the needs of Queenslanders. As Chief Fire Officer you will work towards a system of world class 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
- Extensive experience as a qualified professional fire officer and a background in strategy and policy implementation, service delivery and client service
- A proven record as an agent of change in challenging environments and in fostering a confident and capable workforce.

QFD 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 behaviours that demonstrate a work-life balance.

# Key Role Information

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:

## 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 QFD shared values:

- Respect
- Integrity
- Trust
- Courage
- Loyalty



# How to Apply

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QFD is 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/qfd> 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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