



Position Description

Position title	Deputy Commissioner Operations & Capability (Chief Operations Officer)
Reports to	Commissioner (CEO)
Position type	Permanent full time
Direct reports	7

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 more than 3,000 active volunteer members, organised into 45 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 Deputy Commissioner Operations (Chief of Operations) is the leader of MRNSW staff and members in the provision of on-water and radio support to the boating community of NSW. They are responsible for ensuring MRNSW is prepared for and undertakes incident response and search and rescue activities, and monitors the VHF marine radio network.

The Deputy Commissioner ensures staff and members have the skills, vessels and vehicles to operate as a world leading marine rescue organisation. They also deliver and maintain MRNSW accreditation as a Registered Training Organisation (RTO).

Key responsibilities and accountabilities

The position is responsible for:

- ensuring end-to-end delivery of MRNSW support to waterway users through effective staff and member operational preparedness and incident response
- leading engagement with members and stakeholders, shaping and inspiring a safety culture, ensuring effective member support processes and driving a wide range of initiatives to build a positive culture in MRNSW
- overseeing a contemporary platform of accredited and non-accredited learning and assessment solutions that meet the needs of the organisation including ongoing accreditation as an RTO
- ensuring vessels and vehicles assets are safe, fit-for-purpose and meet legislative and regulatory standards, and that rescue personnel are supported by robust policies, procedures and quality assurance systems
- Leading operational responsiveness by driving new projects forward, coordinating the scoping and development of operational reviews, strengthening service continuity and succession planning, and ensuring high quality administration of policy, procedures and statistical reporting
- supporting accountability to the MRNSW Board on operational and capability strategy, delivery, evaluation and improvement.

Skills and experience

The Deputy Commissioner Operations (COO) is an experienced manager with a composed outlook and a proven ability to manage challenging, ambiguous and complex issues calmly and logically. They model and drive an inclusive culture that fosters innovation and delivers outcomes, translating lessons learned into practical strategies to improve capability and performance.

The Deputy Commissioner Operations has a deep understanding of MRNSW service delivery, and a proven approach to measuring, achieving and improving service standards. They contribute to the MRNSW team by engaging and collaborating with stakeholders across the organisation and the sector, ensuring developments in maritime operations and emergency response are applied to MRNSW operations.

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 senior leadership team, this position contributes to managing and implementing:

- National legislation for domestic commercial vessels
- NSW *State Emergency and Rescue Management Act 1989* and the State Rescue Policy
- Work, health and safety legislation
- MRNSW RTO requirements and Transport for NSW training provider scheme 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 work health and safety strategy (to be developed)
- MRNSW Community Education and Public Safety Advocacy Strategy.

Key relationships

The key relationships of the position are with:

- The MRNSW Board, staff and members to provide high quality advice and support, improve outcomes and communications, and strengthen cooperation between staff and membership teams across MRNSW
- Search and rescue, emergency, safety and regulatory partners including the NSW Police Force Marine Area Command, the Australian Maritime Safety Authority and Transport for NSW
- The Australian Skills Quality Authority (ASQA), education and capability committees and marine training provider groups
- Regional stakeholders including local government, user groups and members of Parliament.

Key challenges

As part of the senior leadership 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 three years' experience in a similar senior leadership role demonstrating a deep understanding of legislative requirements and operating policies and procedures relating to maritime operations and/or emergency response in the NSW context
2. Record of effective leadership to build a strong safety and risk assessment culture and a learning environment, with a track record of continuous improvement in safety outcomes, preferably in a volunteer-based organisation
3. Ability to oversee strategy for the design, management and review of capability development programs and to support effective administration of a Registered Training Organisation (RTO)
4. Demonstrated sound understanding of procurement, including experience overseeing effective procurement frameworks, advice, planning, governance and reporting for large scale asset-based programs

Qualifications and skills - Highly desirable

5. Strong communication skills with proven experience presenting in public and to the media, including under pressure, and ability to speak with credibility about emergency operations

6. Qualifications in emergency management, maritime, operational management or business management fields.