



Victoria State Emergency Service

Chief Executive Officer

POSITION INFORMATION			
POSITION	Chief Executive Officer	POSITION NUMBER	S00001
REPORTS TO	Board Chair	CLASSIFICATION	SES-3
DIRECTORATE	CEO	DIVISION	CEO
REPORTS (direct & indirect)	255 FTE Employees & over 5000 Volunteers	FINANCIAL RESPONSIBILITY	\$154 million

About us

Victoria State Emergency Service (VICSES) is a volunteer based emergency service. We are the control agency for flood, storm, tsunami, earthquake and landslide emergency, we take the lead in the preparation and response for those hazards. VICSES works within the broader emergency management sector, wherein all agencies and services work as one to ensure the safety of the state.

VICSES provides multiple specialist services, including as the largest road rescue network in Australia. We have specialist teams that provide a 24/7 response to road accident and trauma incidents, storm, flood and landslide, swift water rescue, and support for other emergency services agencies for search and rescue (land, water, steep angle and alpine), crime scene support, and fire and ambulance support.

VICSES contributes to planning and community emergency risk assessment for communities, agencies, government and critical infrastructure, contributes staffing to the State Control Centre, Regional and Incident Control Centres and provides trained personnel to assist other jurisdictions. VICSES provides significant contributions and expertise to national and state governing bodies, including but not limited to committee membership and specialist advice to key stakeholders and networks.

Our Vision and Mission

Safer Communities - Together

Safer Communities – Together

Partner with communities, government, other agencies and business to provide timely and effective emergency management services, building community preparedness, disaster resilience and contributing to risk prevention.

Our Values

VICSES Values



We pride ourselves on our credibility



We are part of our community



Safety drives our decisions



Focused and adaptable



Together we are VICSES

Key Responsibilities

The Chief Executive Officer will lead and direct the functions of the organisation, ensuring correct targeting, allocation, monitoring, performance and effectiveness of the service, ensuring the planning, prevention, response and recovery programs and services of the VICSES to meet community needs and priorities with the best people, best systems and management to effectively deliver a cost effective, world class emergency services organisation.

Develop and implement a range of strategic objectives that maximise the capability of and relationship with volunteers and promote community engagement to support the work of the organisation.

Knowledge

Managerial

- Excellent leadership qualities and extensive experience in broad range of managerial skills to deliver key legislative and strategic priorities of the organisation.
- Leads, motivates and supports 4 executive director positions, which deliver the agreed outcomes of both the support and operational functions of the organisation.

Leadership

- Strategic Leadership of VICSES - Ability to look beyond the current constraints, develop a vision for the future, and harness energy and resources to bring strategy into reality.
- Provide strong and clear leadership to VICSES.
- Create and sustain a culture of volunteer focus and enablement, underpinned by and expressing the values and philosophy of the organisation.
- Monitor and interpret the external environment in order to continually position VICSES in the sector to best advantage.
- Leading talent development and career management strategies to build a talent pipeline across VICSES, and actively mentor executive and senior leadership group.
- Acting as a role model and provides strong leadership by identifying and developing potential in others, addressing capability needs and gaps, assessing future work and capability requirements and redefining roles and responsibilities over time.
- Applying a highly developed understanding of policy, service delivery, regulatory, and legislative processes gained through experience in public sector, with commensurate understanding of the social, political, environmental and economic contexts, including state-wide, national or international matters in a specific area of expertise.
- Appreciation of the role of volunteers and the issues involved in managing a volunteer workforce

Strategic Acumen

- Working with the Board to review the strategic plan and models for growth to secure sustainable and successful development.
- Defining VICSES future direction, assess multiple internal and external factors, evaluate current policies or programs and provide leadership to formulate strategic solutions which have lasting and positive impact on the community and stakeholders.
- Strategic Thinking - Ability to sense and analyse situations and formulate strategies that create sustainable value for the organization.

Governance

- Demonstrated ability to develop business plans, budgets and strategies.
- Ensuring VICSES's operates within the parameters set by the board and regulations.

- Ensure the board is kept informed of material developments in the organisation's affairs, operations and business.
- Identifying and managing operational and corporate risks for VICSES and, where those risks could have a material impact on the organisation, formulating strategies for managing and mitigating those risks
- Managing the organisation's financial and other reporting mechanisms, and control and monitoring systems, to ensure that these mechanisms and systems capture all relevant material information on a timely basis, are functioning effectively and are founded on a sound basis of prudential risk management.

Commercial Acumen

- Demonstrated consultation, negotiation and communication skills including the ability to advise and influence stakeholders at all levels of government, private sector, the community, industry and develop credibility
- Mature and proactive, with previous evidence of having worked with integrity as a valued and respected leader of similar sized organisation/s.

Qualifications

- MBA or at minimum a bachelor's degree in business, finance, accounting, or equivalent experience.

Relationships

- Participating as a member of a range of committees (AFA committee), working groups (Australian Fire & Emergency Services) and represent the organisation at conferences, meetings and seminars.
- Building and maintaining strong relationships with key strategic groups (VICSES volunteers, the community, local councils, the Municipal Association of Victoria, state government).
- Establishing and leveraging strategic networks, demonstrate a deep understanding of the political environment of the organisation, the key stakeholders, and decision makers and develop a targeted and strategic communication approaches.
- Negotiating major outcomes, and providing persuasive advice in the face of divergent views or conflicting agendas while maintaining strong relationships and collaborative networks with key stakeholders at senior levels across government and non-government sectors.
- Acting as spokesperson for VICSES to build the reputation of the organisation.
- Provides strong Leadership to the Executive Management Team and ensures accurate and timely reporting to the Board and Government.
- Provides strong leadership and engagement with the volunteer workforce.
- Provide leadership and management of a diverse and dispersed workforce.
- Excellent stakeholder management within VICSES and with external stakeholders including CFA, FRC, ESTA, DEWLP, Ambulance Victoria, EMV, Dept of Justice and Community Safety.

Judgement and Risk

- Providing guidance and clear leadership to the service during emergency events.
- Initiating and driving change by taking appropriate risks and works with the Board, managers, staff and volunteers to build a shared vision to further develop VICSES.
- Ensuring that VICSES corporate planning processes and outputs meet the objectives of the organisation's strategic plan.
- Ensuring VICSES financial assets are protected, long term financial viability is enhanced.

- Ensuring effective financial management systems are in place to meet the organisation's statutory obligations and by overseeing the development and implementation of comprehensive monitoring and auditing systems uniformly across the organisation.
- Ensure external media is managed appropriately, holding a key spokesperson role.

Independence

- Providing strong Leadership to the Executive Management Team and ensures accurate and timely reporting to the Board and Government.
- Leading the initiation, creation, development, implementation and delivery of long term corporate plan and strategies in response to government initiatives, major policies or regulations.
- Working with a high level of independence and the freedom to make critical decisions about the way in which goals are achieved and priorities are defined.
- Oversee the COO is leading the emergency services sector in coordinated responses to emergency events to ensure collaborative and cohesive actions result in the best possible outcomes in each unique situation.
- Ensure VICSES has developed strategies to build the organisation's capabilities to meet the functions of the organisation as outlined in the VICSES Act 2005, and other relevant legislation.

Strategic Change

- Reflecting the ability to look beyond the current constraints, develop a vision for the future, and harness energy and resources to bring strategy into reality.
- Working with the ability to sense and analyse situations and formulate strategies that create sustainable value for the organization.
- Ensuring VICSES has developed strategies to build the organisation's capabilities to meet the functions of the organisation as outlined in the VICSES Act 2005, and other relevant legislation.
- Identifying and managing future critical risks whilst embracing opportunities that enhance these objectives and ensure effective monitoring mechanisms are in place.
- Developing long term plans to prepare for future emergencies, taking into account environment factors (e.g. climate change).

Impact

- Providing leadership and direction to Senior Executives to ensure they develop a high performing culture that will improve the overall performance of the organisation.
- Ensuring VICSES reputation and image as a professional emergency service is maintained through the development of business cases for submission to Government and other relevant bodies.
- Presenting key points of an argument persuasively, gain agreement to proposals, and represent the interests of VICSES.
- Having an impact into industry and wider community through oversight of the emergency services and leading engagement with external peak bodies, groups and associations at senior levels.
- Ensure VICSES can support operational activities by overseeing the provision of appropriate facilities, assets and IT services that meet the needs of the organisation and its stakeholders, which are delivered through a sound risk management and community service framework.

Breadth

- Ensuring VICSES has the people capabilities to meet its strategic directions and ensuring that the organisation meets its legislative and regulatory obligations.
- Reporting to the Board, ultimate responsibility for the functioning of VICSES.

Resource Management

- Managing 250 employees and over 5000 volunteers
- Total expenditure circa ~ \$214m

Shared Responsibilities

Shared Responsibilities

Health, Safety, & Wellbeing Focused	VICSES aims to be an industry leader in wellbeing where our people consider safety from all angles before we act. All members have a deep understanding of the importance of physical and psychological safety, and we are dedicated to applying lessons learnt on a daily basis. At VICSES, we believe that safety is everyone's job.
One Team	Collaboration is a core practice and embedded in our ways of working across units, regions, and the state. VICSES members adopt a 'whole service' focus and consider actions that support the broader goals of the organisation, its members, and the community.
Volunteer Focused	Volunteer experience is core in all actions across VICSES and our volunteer members are central to our decision-making processes. We aim for all members to have a deep understanding and appreciation of volunteer needs and values.
Diversity & Inclusion	Diversity and inclusion are valued as key to success at VICSES. D&I practices are embedded into every facet of VICSES operations, and all members are empowered to be advocates for diversity and inclusion. D&I is simply how we work at VICSES.
Safeguarding Children	VICSES is committed to being a child safe organisation. At VICSES we support the safety, participation, wellbeing and empowerment of children we seek to ensure the safety of children involved in all VICSES activities. It is the responsibility of all members to comply with the Child Safety Policy, and act in accordance with the Child Safety Code of Conduct.
Curiosity	VICSES aims to build a culture of innovation, open ideation, and problem solving. We question assumptions and seek to understand challenges before jumping in. We value learning and do so from both our successes and our failures.
Enabling Leadership	Leaders at all levels are empowered and supported to take on responsibility for VICSES outcomes and positive member experiences. Leaders are willing to be accountable, to adapt, and to encourage constructive dialogue.

How to apply

VICSES are partnering with SHK Asia Pacific (SHK) on this search. Applications are to be submitted online by visiting [https://www.shk.com.au/jobs\(preferred\)](https://www.shk.com.au/jobs(preferred)) by the indicative close date of 17 November 2024.

To apply, submit a recent **CV/ Résumé** (four to five pages are preferred) and a **brief letter or cover email note** highlighting your capabilities against the role. **One page** is preferred for the letter/email. You are **not** required to separately address Key Selection Criteria at this time. All documents are to be attached in **Microsoft Word format**.

Your CV achievements will be reviewed for alignment with the Key Selection Criteria.

After submitting an application, you may be contacted by SHK for a further conversation or an interview with the consultant, and potential to Panel interviews or other informal meetings as part of the process. Contact may be via email or phone, including voicemail.

Please note, selection processes may take some time and may include multiple panel interviews, online or in person. These may be conducted over several months. You will be notified of the outcome by email or phone, at the various stages that apply. There may be long gaps in communications.

Probity checks must be completed in full before you can be considered for appointment. Applicants should keep a copy of the position description for their records. References will be formally requested if you progress in the process and we will set out the requirements for referees provided.

Remuneration for this role is based on the work value rating and the skills, experience and salary history of the appointee, and is limited by executive salary parity requirements. For this role, the Total Remuneration Package (TRP) inclusive of statutory superannuation (11.5%) will be at 'base of band' of SES3. (Approximately the first quartile, \$419,001 to \$450,000 TRP).

For more information after reviewing this position description and optimally after submitting your CV, please contact Penny Wilson, Senior Partner, penny.wilson@shk.com.au (preferred) SHK, or 0434 589 284 or Matthew Belleghem Managing Partner matthew.belleghem@shk.com.au or 0402 740 665. Text messages are welcome!

If you need to obtain **accessible format documents** or experience any difficulty in lodging your application, please contact Beatrice Hart on 0417 947 028 or email beatrice.hart@shk.com.au, (noting part-time hours). We will work out how to best assist.