Role Description
Manager Telecommunications Emergencies

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	NSW Telco Authority
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	135199
OSCA Code	113233
PCAT Code	1336668
Role Family/Function/Type	Digital, ICT & Technology/ Telecommunications
Date of Approval	November 2019 (Updated Template Dec 2025, updated in Oct 2026)
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Lead and coordinate with telecommunications carriers and Emergency Service Organisations on the prevention, preparedness, response and recovery phases of emergency management in a telecommunications context.

Key accountabilities

- Lead and participate in telecommunications incidents and emergency operations, reviews, debriefs, coordination forums and operational exercises to ensure communication and coordination meets the standards and requirements
- Manage the team of Telecommunications Emergency Management Officers including the deployment of staff as liaison officers at Emergency Service Organisational Operations Centres to ensure the service delivery level is consistent and satisfying
- Represent the Telecommunications Services Functional Area on the State Emergency Management Committees and contribute to the development of state-wide emergency management policy, planning and practice to minimise service interruptions
- Represent the business in cross-agency, cross-sector, and cross-jurisdictional emergency management planning and exercise activities to ensure delivery of business objectives
- Facilitate strong working relationships with key stakeholders to support collaboration, the exchange of information and issues management to build on existing relationships, influence outcomes and support informed decision making
- Identify opportunities and recommends solutions for improving service efficiency and effectiveness to ensure telecommunication systems continue to support the achievement of business objectives
- Support the Director in developing, implementing and coordinating telecommunications emergency management and critical telecommunication infrastructure projects, policy, frameworks, plans, processes and exercises in the Telecommunications sector in NSW to optimise preparedness for telecommunications incidents and emergencies.

Key challenges

- Engaging and influencing a diverse range of stakeholders to ensure service delivery meets business objectives while being cost-effective, maintainable and sustainable.
- Keeping abreast of relevant industry issues and developments in order to provide high quality, timely advice and action within a diverse, dynamic environment.
- Being on call and available 24/7 when rostered, to participate in the response to potential, developing and actual significant telecommunications service interruptions, which may occur with little or no warning.

Key relationships

Internal

Who	Why
Manager	• Escalate issues, keep informed, advise, receive guidance and instructions • Provide recommendations and inform through reporting any sensitive and emerging issues • Provide expert advice and contribute to decision making • Act as Delegate for the Director Telecommunications Emergencies in an Emergency Situation
Direct reports	• Guide, support, coach, mentor and manage performance • Review work and proposals to ensure integrity and accountability of decision making • Provide own perspective and share information • Work collaboratively with, inspire and motivate
Work team	• Support team members and work collaboratively to contribute to achieving the team's business outcomes • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and future state operating models • Represent work group perspective and share information • Collaborate on projects and/or project specific tasks
Internal Customers/Stakeholders	• Build trust and understanding to remove and manage uncertainty where possible • Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues • Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert advice and regular updates

External

Who	Why
Emergency Service Organisations/Government Agencies/Telecommunications Carriers	• Establish positive relationships with officers, volunteers and employees of commercial organisations on an ad hoc or regular basis to advise them of issues and technical matters • Consult, provide and obtain information • Negotiate plans, procedures, outcomes and timeframes • Manage the flow of information, seek clarification, respond to inquiries and provide advice and responses to ensure prompt resolution of issues

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Executive. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

Reporting line

Director

Direct reports

This role has various direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

- Satisfactory clear background and criminal records checks
- For Telco Emergency Management roles, must have, or be able to attain and maintain, NV1 level security clearance as conditions of employment.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Respond constructively when in high pressure and unpredictable situations • Give frank, honest advice in response to contrary views • Be open to criticism of your ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and be decisive when dealing with emotionally charged situations and difficult issues • Support and lead change and overcome discomfort when things are complicated, uncertain or unclear	Advanced
	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Present with credibility, engage diverse audiences and test whether they understand you • Translate technical and complex information clearly and concisely for different audiences Create opportunities for others to contribute to discussion and debate • Set an example by promoting information sharing across your organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to share information and communicate with diverse audiences • Leverage insights from people with lived experience to shape communication and engagement strategies • Write clearly, concisely and persuasively in a range of styles and formats	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in your area of expertise • Connect and collaborate with relevant customers from the community	Adept
	**Deliver Results** Achieve results by using resources efficiently and committing to quality outcomes	• Seek and apply the expertise of key individuals to achieve business outcomes • Lead a culture of achievement and acknowledge others' input • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of business objectives • Make sure others understand the need for on-time and on-budget results and how success is defined • Control business unit output to ensure government outcomes are achieved within budget and on time • Progress organisational priorities and ensure resources are acquired and used effectively	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to reach accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Consider the wider business context when thinking about options to resolve issues • Explore a range of possibilities and creative alternatives to improve systems, processes and business practices • Put systems and processes in place that are supported by high-quality research and analysis • Look for opportunities to design innovative solutions to meet customers' needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Promote using creative and accessible technology in your organisation • Actively manage risk to ensure compliance with cyber security and acceptable use of technology, including record keeping, cybersecurity, privacy, and responsible artificial intelligence use • Keep up to date with new technology and technological trends to understand how using them can support business outcomes • Seek advice from appropriate subject matter experts about using technology to achieve business strategies and outcomes • Lead the appropriate use of digital systems, ensuring outputs are aligned with legal, ethical, and organisational standards	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
	**Manage and Develop People** Engage with and motivate staff, and develop their capability and potential	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and succession plan • Coach and mentor staff and encourage professional development and continuous learning • Prioritise dealing with team and individual performance issues and ensure your organisation uses a consistent approach • Implement performance development frameworks to align workforce capability with your organisation's current and future priorities and objectives • Develop systems to promote cultural capability as a means of ensuring the cultural safety of all colleagues	Advanced

Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**Incident management** Coordinating responses to a diverse range of incidents to minimise negative impacts and quickly restore services.	• Responsible for the operation of the incident management process. • Manages incident communications, ensuring all parties are aware of incidents and their role in the process. • Leads the review of major incidents and informs service owners of outcomes. Ensures incident resolution within service targets. Analyses metrics and reports on the performance of the incident management process. • Develops, maintains and tests incident management policy and procedures. Ensures compliance with regulatory requirements.	Level 5 - USUP

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Be persistent, self-reflect and commit to learning	Adept
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support and champion change, and help others to engage with change	Adept

Occupation specific capability set

Capability group/sets	Capability name	Description	Level
SFIA	Radio frequency engineering	Designing, installing and maintaining radio frequency based devices and software.	Level 3 - RFEN