



<p><b>TITLE:</b> SEICCC Manager</p> <p><b>This Role Reports:</b> Operationally to: PIAW Manager Administratively to: SEICCC Coordinator</p> <p><b>Reporting to this Role:</b> SEICCC Supervisors and SEICCC Agents</p>	<p><b>ORGANISATION:</b> South Australian Fire and Emergency Services</p> <p><b>SECTION:</b> Public Information and Warnings (PIAW)</p> <p><b>TEAM:</b> State Emergency Information Call Centre Capability (SEICCC)</p>
<p><b>Primary Purpose of the Role:</b></p> <p>The State Emergency Information Call Centre Capability (SEICCC) is an overflow from existing emergency services information lines, to support the provision of response and recovery information to the South Australian community during significant emergency events. The SEICCC Hub is located in the Adelaide CBD, and can be activated on a 24 hour basis if existing call centre arrangements have, or are predicted to be overwhelmed as a result of a significant emergency event.</p> <p>The SEICCC Manager has responsibility for managing the SEICCC Hub operations within their allocated on call week. The SEICCC Manager liaises with the activating agency in order to receive and deliver the information services on behalf of emergency services and State Recovery Office. Due to the nature of the SEICCC, the Manager may be called to assist at any time within a 24 hour period.</p> <p>The SEICCC Manager also ensures the capability's maintenance during activation for response and recovery incidents and supports the SEICCC Supervisors, Information Officers and Agents to ensure smooth operation of the SEICCC.</p>	
<p><b>Key Outcomes/Performance Objectives of the Role:</b></p> <ul style="list-style-type: none"><li>• To deliver SEICCC operational services as per the Agreements with the Activating Agencies</li><li>• 24/7 availability to activate and comply with SEICCC operational agreements and procedures during the designated on call week</li><li>• To comply with administrative procedures as outlined by the PIAW Unit</li><li>• To comply and follow SA public sector work, health and safety policies and procedures while operational at the hub</li></ul>	

<p><b>Essential Attributes (Knowledge/Skills/Experience Requirements)</b></p> <p>The SEICCC Manager must:</p> <ul style="list-style-type: none"> <li>• be a SA Government employee and ideally on an ASO Level 5 and above or equivalent role or have significant experience working within an emergency service /SEICCC</li> <li>• be available for the SEICCC at all times throughout their allocated on call period</li> <li>• be experienced in managing diverse teams</li> <li>• have the ability to remain calm and controlled under pressure</li> <li>• be able to resolve complex technical issues</li> <li>• provide operational leadership during periods of demanding workload</li> <li>• Ability record all actions in occurrence book in detail and in chronological manner</li> <li>• Ability to follow standard operating procedures as prescribed in the activation checklists and Managers manual</li> </ul>	<p><b>Desirable Attributes:</b></p> <ul style="list-style-type: none"> <li>• SEICCC Supervisor/Information Officer experience</li> <li>• Demonstrated experience in managing a call centre</li> </ul>
<p><b>Key Challenges:</b></p> <ul style="list-style-type: none"> <li>• 24/7 availability during the designated on call week</li> <li>• Information requests may be time critical</li> <li>• In a major disastrous incident managing SEICCC may be highly stressful and challenging</li> <li>• All performance tasks are operational at any time of the day or night</li> </ul>	<p><b>Ongoing Training Requirements:</b></p> <ul style="list-style-type: none"> <li>• Complete and maintain training across all SEICCC roles in order to maintain on call status</li> <li>• Complete and attend refresher course twice a year</li> <li>• Attend monthly managers meeting</li> <li>• Provide and receive regular feedback to SEICCC Coordinator following an activation/standby</li> </ul>
<p><b>Resource Management:</b></p> <ul style="list-style-type: none"> <li>• SEICCC Hub resources</li> <li>• On call phone</li> </ul>	<p><b>Key Relationships/Interactions</b></p> <ul style="list-style-type: none"> <li>• PIAW Team</li> <li>• Other On call Managers</li> <li>• SEICCC Members</li> <li>• Activating Agency Contacts</li> <li>• NECCSC Operational Contacts</li> <li>• SPOKE Agency Contacts</li> </ul>

**Key Responsibilities:**

Outcome	Tasks
<p><b>To deliver SEICCC operational services as per the MOU/Agreement with the activating agency</b></p>	<ul style="list-style-type: none"> <li>• Promptly answer phone calls from activating agency requesting activation/standby of SEICCC and confirm the request is from an authorised individual listed on the authorised to activate contact list.</li> <li>• Receive verbal and/or written notification from activating agency representative to activate SEICCC, with estimated time to activate, call operator capacity required, key contact officers and information sources to be utilised.</li> <li>• Assess the request, decide what services can be provided and implement activation/ tasking of SEICCC spoke resources.</li> <li>• Seek and receive regular briefings from the Control Agency on the status of the emergency event and ensure information is clear prior to cascading to Supervisors and Operators as necessary throughout the activation.</li> <li>• Notify relevant contacts of activation and deactivation, including written confirmations.</li> <li>• Confirm verbally and in writing SEICCC readiness to Control Agency and keep records</li> <li>• Independently manage requests for escalations (or delegate requests to Information Officer) with the nominated information officer in the emergency service/recovery service and determine their response</li> </ul>
<p><b>24/7 availability to activate and comply with SEICCC operational agreements and procedures during the designated on call week</b></p>	<ul style="list-style-type: none"> <li>• On call 24/7 (when rostered) and be available within estimated timeframe to establish SEICCC operations as per the agreements with the activating agency.</li> <li>• Attend control agency weather briefing (when rostered).</li> <li>• Preferably, electronically access current activation materials including contact lists, manual and check list throughout on call period. **</li> <li>• Obtain spoke call centre availability during heightened risk of activation.</li> <li>• As soon as possible after request to activate, contact SEICCC operators to determine availability.</li> <li>• Attend SEICCC hub call Centre within the agreed time frame.</li> <li>• Conduct system testing at all times prior to call taking to ensure operators can access PureCloud.</li> <li>• Report system unavailability to the Telstra promptly as per the troubleshooting instruction on PureCloud and SEICCC manager’s manuals and inform PIAW Manager accordingly.</li> <li>• Independently manage SEICCC Call taking system (PureCloud) functionality as an Administrator.</li> <li>• Independently manage PureCloud call statistics and reporting and provide regular updates to activating agency contact officer.</li> <li>• Monitor SEICCC information sources i.e. Emails, PureCloud call queues, Incident summary on CRIIMSON.</li> <li>• Manage SEICCC Business Continuity plan as required.</li> <li>• Assess need to activate SPOKES and/or NECCSC and notify control agency. Able to complete SPOKES/NECCSC activation in accordance with instructions.</li> </ul> <p><i>** Hardcopies are accepted if electronic access is not possible.</i></p>

<p><b>To comply with administrative procedures as outlined by the PIAW Unit</b></p>	<ul style="list-style-type: none"> <li>• Develop a roster of SEICCC staff pre and during activations at short notice. Tasks may be delegated to the SEICCC Supervisor.</li> <li>• Validate and timely submission of all timesheets to SEICCC coordinator.</li> <li>• Independently direct staff to relevant sources of information for use during SEICCC activation.</li> <li>• Provide briefings, or delegate to Supervisor to relay briefing information on to Operators.</li> <li>• Provide debriefs, or delegate to Supervisor to provide debriefs to staff at the end of each shift.</li> <li>• Provide and receive regular briefings to/from spoke Call Centre Supervisors on the status of the emergency event.</li> </ul>
<p><b>To comply and follow SA public sector work, health and safety policies and procedures while operational at the Hub</b></p>	<ul style="list-style-type: none"> <li>• Ensure adequate rest breaks are taken. As necessary, manage individual's abilities and capacity.</li> <li>• Recognise and address the signs and symptoms of workplace stress.</li> <li>• Model and maintain ethical and professional standards and maintain composure at all times.</li> <li>• Ensure adequate refreshments are available.</li> <li>• Call in employee support/assistance if needed.</li> <li>• Monitor and maintain safe individual and group workspaces.</li> <li>• Support the safe and controlled evacuation of building if required (Refer to location specific evacuation plan).</li> </ul>

## Employment Conditions

Employment conditions will be governed by the Manager's Current Public Sector Role and Industrial Instrument applicable to their employment contract with the SA Government and the Public Sector Act (2009), the South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017, the S.A. Public Sector Salaried Employees Interim Award and any other applicable legislation.

- The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.
- The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

## WHS & EEO

- The incumbent is responsible and accountable for working in an equitable manner and taking reasonable care to protect his/her own health, safety and welfare and avoiding adversely affecting the health and safety of others at work by complying with WHS and EEO policies, practices and legislation.
- Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.

**Customer Service**

- The incumbent will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.

**Special Conditions**

- 24/7 availability for activation during the on call week is required

**Approved on behalf of the State Public Information Warnings Advisory Group by:**



.....  
 Fiona Dunstan  
**Functional Lead Public Information and Warnings**

Date: 21 / January / 2019

**Incumbent:**

Name: .....

Regular Occupation: .....

Current Department:.....

Signature: .....

Date: / /

*Copy to: Incumbents Line Manager*