



<p><b>TITLE:</b> SEICCC Supervisor</p> <p><b>This Role Reports:</b> SEICCC Manager</p> <p><b>Reporting to this Role:</b> Nil</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 Supervisor may undertake administrative and operational tasks during SEICCC operational activities, either within a Spoke Agency or at the Hub call center. The SEICCC Supervisor will provide support to SEICCC Agents and liaise with the SEICCC Manager in order to deliver the information services on behalf of emergency services and state recovery office. Due to the nature of the SEICCC, Supervisors may be called to assist at any time within a 24 hour period.</p> <p>It is expected that an SEICCC Supervisor remains calm and controlled under pressure; accepts constructive criticism in an objective manner and resolves team members' basic computer and telephony problems while escalating more complex technical issues to the SEICCC Manager. All roles are operational roles when the SEICCC is requested to be activated and are not an ongoing role.</p>	
<p><b>Key Outcomes/Performance Objectives of the Role:</b></p> <ul style="list-style-type: none"><li>• To provide operational support to SEICCC manager complying with SEICCC operational agreements and procedures</li><li>• To liaise with the SEICCC Manager in order to deliver the information services on behalf of emergency services and State Recovery Office</li><li>• To comply with SEICCC administrative instructions and procedures as outlined by the PIAW Unit</li><li>• To comply with 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 Supervisor must:</p> <ul style="list-style-type: none"> <li>• be current public sector employee</li> <li>• be currently on a <b>ASO Level 3 or equivalent or higher role</b></li> <li>• regularly be available to assist SEICCC</li> <li>• 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 to provide instructions and direction</li> <li>• Ability to follow standard operating procedures as prescribed by the PIAW unit</li> </ul>	<p><b>Desirable Attributes:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience working in SEICCC as an Agent</li> <li>• Demonstrated experience in managing/supervising call centre operations</li> </ul>
<p><b>Key Challenges:</b></p> <ul style="list-style-type: none"> <li>• Information requests may be time critical</li> <li>• In a major disastrous incident work 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>• Undertake relevant training to fulfil role requirements of SEICCC supervisor</li> <li>• Complete and attend refresher course twice a year</li> <li>• Attend quarterly Supervisor meeting</li> <li>• Provide and receive regular feedback to SEICCC Manager following an activation/standby</li> </ul>
<p><b>Resource Management:</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>	<p><b>Key Relationships/Interactions:</b></p> <ul style="list-style-type: none"> <li>• SEICCC Agents</li> </ul>

**Key Responsibilities:**

Outcome	Tasks
<p>Provide operational support to SEICCC manager complying with SEICCC operational agreements and procedures</p>	<ul style="list-style-type: none"> <li>• Attend SEICCC hub call Centre within the agreed time frame</li> <li>• Assist Manager to conduct system testing prior to call taking to ensure operators can access PureCloud</li> <li>• Notify Agents of activation</li> <li>• Notify SEICCC Manager of readiness[spoke only]</li> <li>• Provide assistance with PureCloud if required</li> <li>• Escalate more complex technical issues to the SEICCC Manager</li> <li>• Provide feedback and coaching to Agents</li> <li>• Liaise with SEICCC Manager as to the process and timings for deactivation.</li> </ul>
<p>Liaise with the SEICCC Manager in order to deliver the information services on behalf of emergency services and State Recovery Office.</p>	<ul style="list-style-type: none"> <li>• Independently manage PureCloud call statistics and reporting.</li> <li>• Provide regular updates to the manager and activating agency.</li> <li>• Monitor live calls</li> <li>• Provide briefings and debriefings (at the end of the shift) to Agents.</li> <li>• Receive regular briefings from the SEICCC Manager on the status of the emergency event</li> <li>• Provide regular briefings to the SEICCC Manager on the call center operations.</li> </ul>
<p>Comply with operational and administrative procedures as outlined by the PIAW Unit.</p>	<ul style="list-style-type: none"> <li>• Develop extended rosters of SEICCC staff during activations</li> <li>• Independently direct staff to relevant sources of information for use during SEICCC activation</li> <li>• Support agents to set up their systems and prepare for answering calls</li> <li>• Provide approved copies of timesheets to SEICCC Manager and update timesheet records on Google drive</li> <li>• Assist in taking calls if required/ available</li> <li>• Ensure the Agents leave the work area neat and tidy for the next shift to resume work smoothly.</li> </ul>
<p>Comply with SA public sector work, health and safety policies and procedures while operational at all times.</p>	<ul style="list-style-type: none"> <li>• Ensure adequate refreshments are available</li> <li>• Ensure adequate rest breaks are taken and meal breaks are reasonably scattered</li> <li>• Recognise and address the signs and symptoms of workplace stress</li> <li>• Contact relevant EAP that SEICCC has been activated in case assistance is required</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 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 Supervisor'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.
- The role is operational when the SEICCC is requested to be activated

## 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.

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



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Sita Bacher

**Manager Public Information and Warnings**

Date: 8/04/2019

## Incumbent:

Name: .....

Regular Occupation: .....

Current Department:.....

Signature: .....

Date: / /

*Copy to: Incumbent's Line Manager*