

JOB PROFILE FORM

1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Emergency Management Officer

Team: Emergency Management

Division: Assurance and Resilience

Group: Asset Services

Reports to (Role Title): Manager, Emergency Management

Number of Direct Reports: N/A

Budget Mgt Accountability (Opex & Capex Amounts): N/A

2. WHAT DOES THIS JOB DO?

Job Purpose:

The Emergency Management Officer supports organisational preparedness, resilience and response capability across YVW, helping ensure continuity and restoration of essential services during incidents and emergencies.

Operating within a complex critical infrastructure environment, the role coordinates key elements of the organisation's emergency management policy, including workforce readiness, training and exercising administration, information management, reporting, analytics, documentation and continuous improvement.

The position works across the enterprise to enable capability development, identify improvement opportunities, generate insights and enhance organisational preparedness before, during and after incidents and emergencies.

The primary focus is enabling teams across YVW to maintain continuity of essential services and restore them efficiently following disruptions, while supporting compliance with external obligations.

Responsibilities (20 dot points or less):

Emergency Management Capability, Readiness and Resilience

1. Monitor, assess and distribute clear intelligence, alerts and warnings, providing timely information that supports organisational awareness, preparedness and decision making.
2. Coordinate the administration, scheduling, logistics, records management and evaluation arrangements that support YVW's emergency management training and exercising program.
3. Partner with business leaders to recruit, onboard, develop and maintain the capability of the Incident Management Team Workforce, including colleagues across the organisation who are new to incident management responsibilities.
4. Develop and maintain reporting and dashboard information, with analysis to provide insights for enterprise wide planning, preparedness and continuous improvement initiatives.

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5. Maintain accurate records of training, exercising and activation data to identify emerging trends, capability gaps, workforce risks and improvement opportunities and provide recommendations to management.
6. Contribute to debrief and after-action review arrangements, including synthesising insights on root causes, lessons learnt and improvement opportunities and sharing these with management and relevant stakeholders across the business to strengthen organisational resilience.
7. Monitor and govern completion of incident debrief and after-action review requirements, including tracking completion status and reporting outcomes to management to support organisational learning, accountability and continuous improvement.
8. Maintain and continuously improve emergency management plans, procedures and supporting documentation to ensure they remain current, practical, effective and fit-for-purpose.
9. Monitor compliance with emergency management governance requirements, proactively notifying document owners of upcoming review cycles or gaps, and coordinating communication of updated emergency management documentation to relevant personnel to maintain awareness of current arrangements and procedures.
10. Collaborate with key stakeholders to ensure effective tracking, monitoring and reporting of emergency management actions, improvements and organisational commitments
11. Maintain awareness of the broad range of emerging hazards and strategic risks (including natural, physical, personnel, cyber and information, supply chain) and support their integration into planning and preparedness activities.
12. Apply sound judgement and systems thinking to enable the practical application of emergency management and resilience processes across diverse operational settings.

During Incidents and Emergencies

13. Provide operational coordination and emergency management support to Incident Management Teams during activations, facilitating effective information management and the practical application of processes in an outcome-focussed way; helping teams navigate procedures without creating unnecessary complexity.

Stakeholder Relationships

14. Build and maintain productive working relationships and proactive engagement with internal stakeholders to strengthen coordination, preparedness and emergency management outcomes across the organisation.
15. Engage stakeholders across the organisation to promote awareness, ownership and continuous improvement of emergency management capability and organisational resilience.

People and Performance

16. Demonstrate a personnel commitment to a positive safety and wellbeing culture – where your actions match your words.
17. Work in line with our organisational values and expected behaviours.

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18. Contribute to a vibrant team culture, with a strong focus on service responsiveness and outcomes.

Other

19. Contribute to team planning, strategic initiatives and other responsibilities as reasonably directed by the Manager Emergency Management.

3. WHAT ATTRIBUTES ARE REQUIRED TO UNDERTAKE THIS JOB?

3A. WHAT KEY SKILLS OR EXPERIENCES ARE REQUIRED TO COMPLETE THIS JOB?

Skill/ Experience	Level of Skill/ Experience i.e. Basic / intermediate/ Advanced	Years of Experience
Experience working in a critical infrastructure/utility environment	Intermediate	5+
Experience supporting an organisation's emergency management or business continuity arrangements	Intermediate	2+
Interpersonal and negotiation skills	Intermediate	
Procurement, program and project management	Intermediate	
Demonstrated application of OH&S/WHS principles in the workplace	Intermediate	

3B. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

PEEPS will capture training or certifications that a person requires to undertake their job activities. When completing this section, do not only consider performance effectiveness, but also consider auditing and safety compliance requirements. When a person is associated with a job, but does not have the required skills, the manager and person will be notified.

Qualifications / Certificates	Mandatory/ Highly Desirable/ Suggested?	Method of Training (e.g. certificate, ticket, observation, on-the-job etc....)	Renewal Required (Y/N/Unsure)	Renewal Frequency (e.g. Never, 1 year, 5 years etc....)
Relevant tertiary qualification in a discipline related to the responsibilities outlined above.	Highly Desirable	Degree, professional accreditation and/or relevant industry experience	No	

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3C. WHAT ARE THE CRITICAL PERSONAL ATTRIBUTES REQUIRED FOR THIS JOB?

Personal Attributes

i.e., such as resilience, emotional intelligence

- Strong relationship-building skills, with the ability to collaborate effectively across a diverse organisation
- Ability to remain calm under pressure, adapt to changing priorities and support others in dynamic situations
- Highly organised and able to manage competing priorities
- Sound judgement and a practical, solutions-focused approach
- Emotionally intelligent and adaptable to different stakeholder needs
- Proactive, reliable and accountable, with strong follow-through
- Committed to high-quality service and positive outcomes for customers and the business

3D. WHAT ARE THE KEY PHYSICAL, PSYCHOLOGICAL OR ENVIRONMENTAL REQUIREMENTS OF THE ROLE?

Key requirements

i.e. required to lift heavy boxes, repetitive work, dealing with irate customers

Note: some field-based roles will need to complete additional requirements for the role

Hybrid working - meeting stakeholders, leaders and impacted teams at the Mitcham office and at other sites as directed (e.g. treatment plants) to build a strong understanding of the YVW "business" and to develop effective relationships with stakeholders.

This role may require out of business hours responses due to the nature of the role and the operational requirements.

4. WHAT CAREER PATH IS POSSIBLE IN THIS ROLE

PEEPS will hold career path information for jobs within the organisation. This will feed into the PEEPS career and succession planning functionalities. For this job, consider what jobs within the organisation precede and proceed this from a career pathways perspective. Feel free to enter more than one job.

Role before

(Name, Team, Division)

Role after

(Name, Team, Division)

Emergency Management Partnerships Officer
Manager, Emergency Management

5. CHECKPOINT

Is this a **Critical Worker** role requiring an AusCheck

☒ No ☐ Yes

Does his role require

- ☒ Police check
☐ Working with children
☐ Victorian Drivers License