



Role Description – Subject Matter Expert (SME) Working Safely in Water

Introduction to role

The Subject Matter Expert (SME) on a project provides the technical or functional expertise that ensures that the defined project requirements will enable the project objectives to be met.

The SME understands the operational capability well and can describe what it is, what it does, how it works, who is part of it, when it is used and what the expected result looks like.

Background

Fire and Emergency New Zealand is planning to develop its Working Safely in Water capability.

The Subject Matter Expert(s) will provide insight and input to the development of a National Working Safely in Water (WSIW) plan and associated policies and procedures. The work of the Subject Matter Expert(s) will also support the implementation of the Strategy.

To enable Fire and Emergency to increase the safety of firefighters when responding to water events, Subject Matter Experts will provide solution-based advice that reflects their specialist knowledge and expertise.

The SMEs will provide support to areas including assessing response techniques, design and development of training, and procurement of specialist equipment.

We are inviting personnel to fill out an expression of interest to be considered for the SME Role for the Working Safely in Water Project.

Key Accountabilities

1. Describes what the project's outcomes must be able to do.
2. Provides advice and input without bias and owns the embedding of what is agreed into operations.
3. Develops and coordinates a network to ensure two-way communication with executive officers, frontline firefighters and trainers.

Key Responsibilities for SME

1. Participates in project meetings, workshops and trials.
2. Communicates evidence of the opinions and stances of others so that decisions are 'evidence-based'.
3. Uses knowledge of current and future approaches to provide enhanced capability and describe the advantages and disadvantages of each.
4. Describes what changes in skills, knowledge, practice and training will be required to embed project results following changes to current practice.
5. Describes what new and amended processes will need to be in place to support the capability.
6. Describes what tools, infrastructure, equipment and related support and logistics would need to be to support the enhanced capability.
7. Understands what information and technology are needed to operate the capability to its fullest extent.
8. Articulates any organisational considerations such as internal and external stakeholder impacts, community expectations, regulatory implications and similar management considerations.

9. Works with the Project Team and National Advisor and others to ensure relevant, clear and timely communication.
10. Contributes to the development of the Working Safely in Water capability plan and implementation of the overall Water Incident Response Strategy.
11. Engages and communicates with our firefighting community to support the development of Fire and Emergency's Working Safely in and around Water response capability.

Key skills and knowledge

The SME's skills relate to the current and potential future operation of the capability. The SME has a deep understanding of how things currently work, what can be done to improve and what 'good' looks like.

Skill	Application
Understands the business operation	Demonstrated experience in how the capability is conducted. Understands current skills, processes, tools, practices, training and all the matters that make up the operational capability.
Technical knowledge	Demonstrated ability to determine if the list of requirements is really necessary; separates the musts from the should, could and nice to have. Demonstrated ability to assess whether what is being proposed will really work in the operational context and is sufficient to achieve the objectives.
Measures results	Can describe measures of success and identify what new skills, knowledge and behaviour may be required for the planned results to be embedded and achieved.
Owens outcomes	Demonstrated ability to identify how to embed new practices so that the business results are achieved. Takes ownership of what has been agreed and owns it incorporating in the business-as-usual and helps others to understand how to get the best out of the new approaches.

All Fire and Emergency NZ personnel are expected to operate in line with our organisational values which are:

- We Do the Right Thing – Kia Tika
- We Serve and Support – Manaakitanga
- We Are Better Together – Whanaungatanga
- We Strive to Improve – Auahatanga

Subject Matter Expert: Organises self and project teams and develops strategies to achieve organisational objectives.

SELF

1. Demonstrates a high-level of self-awareness, analyses own performance; identifies strengths and development needs.
2. Learns and reflects on how own behaviours and work style impact on others and on work tasks.
3. Actively seeks feedback from key stakeholders and peers and acts upon it.
4. Demonstrates persistence; adapts approach when required and continues to work to achieve individual and team objectives.
5. Maintains an optimistic outlook; overcomes obstacles and recovers quickly from setbacks.
6. Makes recommendations and acts decisively to implement strategies and address issues.

INFLUENCE

1. Obtains support of executive, leads projects/project teams to accomplish strategic goals.
2. Clearly communicates organisational objectives and desired outcomes for the specialist area.
3. Communicates skilfully and gains the trust of others.
4. Models behaviours that are consistent with the values and practices of the organisation.
5. Shares information with others and puts strategies into place to help personnel to adapt to change.
6. Drives the organisational practices within the specialist area and focuses efforts towards the achievement of common objectives.

ETHICS

1. Makes recommendations within specialist area without favouritism or bias.
2. Adheres to organisational values and code of conduct.
3. Leads by example and maintains a high level of professionalism and impartiality; expects and encourages colleagues to apply the same high standards.

RELATIONSHIPS

1. Builds relationships internally and externally and uses these to develop mutually beneficial outcomes.
2. Establishes, uses and maintains external and internal networks to achieve work outcomes.
3. Is aware of contentious political issues that impact on the organisation.
4. Actively promotes and communicates the organisational role in campaigns and programmes.

STRATEGY

1. Gathers and investigates information from a variety of sources, and explores new ideas and different viewpoints.
2. Understands how cultural, social, historical and political factors affect the organisation.
3. Engages in high level critical thinking to identify the links and connections between complex issues.
4. Implements programmes in support of the organisation's vision and goals.
5. Understands the need to see the 'big picture', recognises how relationships and processes fit within it.

PEOPLE

1. Works to build trust and collaboration with others.
2. Is open to a broad range of viewpoints.
3. Develops self and supports the development of talent in others.
4. Strives to meet personal objectives and is aware of performance requirements; seeks help when needed.
5. Works with others to achieve performance objectives.
6. Resolves inter-personnel and inter-group conflict constructively.

RESULTS

1. *Develops organisational processes and services to improve efficiencies and achieve a unified focus on clients.*
2. Contributes to a quality focus in the organisation and accepts accountability for outcomes.
3. Investigates ways to improve effectiveness within specialist area and responds flexibly to changing demands.
4. Values and integrates professional expertise into the organisation and utilises knowledge within the organisation as well as consulting externally.

Conflict of Interest

A conflict of interest is when an individual can personally benefit from their professional position. While all roles on a project may experience a conflict of interest, it can be most acute for an SME. Examples can include where an SME:

- is providing advice or input that may materially affect their role
- is a union representative and has to balance a technical position with a union-mandated position
- is providing technical knowledge and they (or a family member) have an interest in a firm that supplies a related service (relevant for our volunteers)

Where a conflict of interest exists, it needs to be formally documented and a management plan put in place on how the conflict will be managed. If a conflict of interest is severe enough, it can disqualify an SME from performing one of the roles.

All applicants must complete a Conflict/Declaration of Interest to accompany the application.