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the best in US*

Controller Development

- Controller Development Working Group:
 - David Rae - Director Human Services (Chair)
 - Nicole Richardson – Local Controller Waverly-Woollahra (Member)
 - Andrew Galvin - Local Controller Tamworth (Member)
 - Kim Stevens - Local Controller Orange City (Member)
 - Tim Kitching - Local Controller North Sydney (Member)
 - Peter Cinque - Region Controller SWR (Member)
 - Peter Floyd - Region Controller OXR (Member)
 - Neil Pfister - Region Controller ISR (Member)
 - Dieter Gescke - Director Operations (Member)
 - Lorna Grange - Manager Human Resources (Member)
 - David Owen - Manager Learning and Development (Member)



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Controller Development

Goal: Produce recommendations for a Controller Development Program

Strategies:

- Terms of reference by 31/1/06
- Schedule of meetings 31/1/06
- Progress report to planning conference 10/5/06
- Final report to DG's conference 16/11/06

Progress:

- 2 meetings held with CDWG





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Project Scope

- The Controller Development Working Group will:
 - Define the key accountabilities of a controller
 - Evaluate the current capability of controllers
 - Review current documentation on the role of controllers
 - Produce a framework for controller development
 - Produce a suite of development activities / opportunities for controllers in the form of a program
 - Include succession planning in the program



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Definition & Key Accountabilities

- Controller development is a mutually agreed process producing people to lead and manage the delivery of quality services to the community. The process includes:
 - identification of needs
 - providing opportunities to develop knowledge and skills
 - access to relevant resources
- Key Accountabilities



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Controller Capability

- Analyse Controller review results
 - People Management
 - General administration
 - Relationship Management
 - Strategic Planning
 - Project Management
- Controller survey
 - Self assessment
 - Upward assessment



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Development Opportunities / Gaps

- Map current opportunities against controller key accountabilities
- Identify gaps and develop appropriate solutions
- Front Line Management
 - Implement effective workplace relationships
 - Implement operational plan
 - Implement workplace information system
 - Implement continuous improvement
 - Promote team effectiveness



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- The diagram is a slide titled 'Development Framework / Succession Planning'. It features the SES logo (State Emergency Service) in the top right corner. The background has the text 'The worst in nature, the best in us'. The main content is a bulleted list:
- Identification of people as potential successors for key roles
 - Pathway to follow to develop the necessary skills and knowledge
 - Combination of:
 - Formal training (internal & external)
 - On the job experience
 - Coaching and mentoring

