



The worst in nature.
Controller Development
THE BEST IN US

- 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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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



The slide is titled 'Development Framework / Succession Planning' and features the SES logo and the quote 'The worst in nature, the best in us'. The content is as follows:

- 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

