SAMOA FIRE & EMERGENCY SERVICES AUTHORITY
COMMISSIONER

JOB DESCRIPTION

BACKGROUND

The Samoa Fire and Emergency Services Authority (SFESA) is a statutory corporation established under the Fire and Emergency Service Act 2007. The Authority is mandated to deliver fire suppression and prevention services, emergency preparedness and response services and any other functions conferred on it under the Act or any other applicable legislation. SFESA plays a critical role in safeguarding lives, property, and the environment across Samoa through its comprehensive range of services, including fire prevention, firefighting, emergency response, rescue operations, pre-hospital medical care, and community safety programs. These services are delivered through a network of fire and emergency service stations, supported by both operational and corporate functions. A key component of its operations is the National Emergency Communications Centre (NECC), which manages emergency communications and dispatch services nationwide.

VISION

To be the lead agency in safeguarding lives, properties and the environment through empowering resilient communities.

MISSION

To provide effective fire prevention, emergency response, pre hospital medical care, rescue and community safety services through protective measures and continuous training of staff and communities.

SCOPE

	Management	Staff
STAFF #	4	262

POSITION DETAILS

Position Title: Commissioner	Position Code :N/A
Salary Band: Band B	Position Salary- SAT $124,857.00 -$131,722.00 p.a.
Location: Fire and Emergency Services Authority Office, Apia, Samoa	

ACCOUNTABILITY

Section 16(2) states that the Commissioner is responsible to the Board for carrying out the Boards functions under this and any other Act and shall comply with any directions of the Board.

Reports To:

1. The SFESA Board of Directors for:
   a) The professional administration of the Fire & Emergency Services Authority in executing of its statutory functions.
   b) Efficient and effective administration and implementation of all legislations. Government policies and directives relating to and affecting the Fire & Emergency Services Authority
   c) Achievement of the Authority's expected outcomes and key performance indicators as stipulated in the Fire & Emergency Services Corporate Plan 2025-2027-2021.

d) Professional, ethical and effective leadership and management of all employees of the Fire & Emergency Service in accordance with the Fire & Emergency Services Act 2007, SFESA Manual of Instructions 2019, SFESA Finance Policy & Procedural Manual 2019 and all other internal policies and relevant Government policies.

POSITION OBJECTIVES

The main objective of this position is to lead the execution of the Authority's functions, roles and responsibilities as set out under the Fire and Emergency Services Act 2007 and implementation of its corporate plan in an efficient and cost effective manner to ensure a better life for all through fire prevention and provision of timely fire suppression and emergency response.

DUTIES AND MAIN RESPONSIBILITIES

1. Perform the statutory functions and responsibilities of the Authority as prescribed under the Fire & Emergency Services Act 2007, and all other relevant legislation and Government policies and Cabinet Directives.
2. Provide quality, professional and timely advice to the Cabinet through the responsible Minister on strategic matters pertaining to the execution of the functions of the Authority.
3. Conducts fire prevention inspection, evaluates existing and potential fire hazards, and enforces compliance with applicable fire codes and statutes.
4. Lead, manage and regularly monitor and evaluate the daily operations of the Authority and ensure internal controls and systems are in place and strictly adhered to including those pertaining to:
   - Human resources;
   - Assets, financial resources from both local budget and donor funded projects Systems and Procedures;
   - Operating manuals and guides;
   - Occupational Health and Safety of the working environment;
5. Work in close collaboration with all partner agencies including donors and stakeholders in fostering and securing their continuous support.
6. Responsible for the day-to-day command and direction of the fire services in all areas.
7. Develop networks and strategic alliances with international and regional Fire Fighting Brigades and other relevant international bodies to provide best practice to inform the Authority's operations and reforms.
8. Explore avenues to garner technical and financial resources to support the implementation of programs set out in the Authority's Corporate Plan;
9. Prepare and submit the statutory reporting requirements including:
   - Annual Reports (including audited financial statements) to the Board and Parliament through the responsible Minister on the operations of the Fire & Emergency Services Authority;
   - Quarterly reports to the Ministry for Public Enterprises and other relevant key stakeholders;
   - Annual Budget based on the requirements of the SFESA from time to time;
   - Monthly reports to the SFESA Board of Directors.
10. Promptly resolve all issues that may arise internally and externally which may affect the Authority and its operations as well as work issues related to staff of the Authority

11. Implement the Authority's responsibilities under the Disaster and Emergency Management Act and the National Disaster Management Plan and ensure that climate change adaptation interventions and disaster risk reduction measures are integrated into the Authority's Corporate Plan, Annual Management Plan and Budget.
12. Provide mentoring and guidance for the Executive Management Team to ensure optimum level of services are achieved.
13. Monitor the performance of the mangers reporting directly to the CEO and conduct formal reviews of these performances on an annual basis and make necessary adjustments.
14. Review the training and staff development needs and programs with individual managers and make changes where relevant.
15. Represent the SFESA in various committees as may be required by the SFESA Act, Board of Directors/Cabinet from time to time.

KEY DELIVERABLES

- Lead and oversee the implementation of the remaining key deliverables of the SFESA Corporate Plan 2025-2027
- Ensure effective SFESA governance framework and administration through monitoring of core functions and provision of sound advice to the Minister through the Board.
- Deliver the five planned projects: Faleata Headquarters, Faleolo Substation, Wireless Fire Alarm Panel, Mechanical Workshop and Storage Area, and Salelologa Fire Station.
- Be proficient and prepared in providing quality services for all fire and emergency responses and quality pre-hospital care services.
- Implement proactive fire safety prevention, preparedness and emergency recovery awareness programmes.
- Improve corporate services governance and performance through Policy and Planning, Human Resource, Finance and Information Technology services.
- Maintain revenue growth, manage expenditure, achieve projected surpluses, maintain strong liquidity and positive cash flow balances.

SELECTION CRITERIA

SKILLS AND ABILITIES	DESCRIPTORS
Strategic Leadership	▪ Demonstrated ability to develop and implement strategic plans aligned with the Samoa Fire and Emergency Services Authority's (SFESA) mandate, national development priorities, and government policies. ▪ Proven ability to anticipate emerging risks, assess future challenges, and establish strategic priorities for fire prevention, emergency response, disaster preparedness, and community safety. ▪ Ability to provide high-level strategic advice to the Board, responsible Minister, and relevant stakeholders on policy direction, legislative requirements, and organizational development. ▪ Demonstrated competence in long-term planning for financial resources, workforce capability, infrastructure, equipment, and technology to ensure organizational sustainability. ▪ Proven ability to lead organizational change, drive innovation, and strengthen institutional capacity to respond to evolving community and emergency management needs. ▪ Ability to establish strategic performance measures, evaluate organizational effectiveness, and align resources and initiatives with measurable outcomes and national priorities.
Building Relationship	▪ Demonstrated ability to establish and maintain effective working relationships with the Board, responsible Minister, government ministries, emergency services, and key stakeholders. ▪ Proven ability to build strategic partnerships across government, the private sector, regional organizations, and communities to strengthen fire safety and emergency management outcomes. ▪ Ability to communicate effectively, negotiate constructively, and influence stakeholders to achieve shared objectives and resolve complex issues. ▪ Demonstrated commitment to fostering a collaborative, inclusive, and respectful workplace culture that promotes teamwork, trust, staff engagement, and professional accountability. ▪ Proven ability to engage with community leaders, businesses, and the public to promote fire prevention awareness, emergency preparedness, and community resilience. ▪ Demonstrated ability to manage stakeholder expectations, address competing priorities, and maintain productive relationships during emergencies, organizational change, and periods of heightened public scrutiny.
Delivers / achieves results / outcomes	▪ Demonstrated ability to translate strategic objectives into clear operational plans, measurable targets, and achievable outcomes aligned with SFESA's mandate and government priorities. ▪ Proven ability to drive organizational performance, monitor progress against key performance indicators, and ensure the timely delivery of

	agreed priorities and commitments. ▪ Demonstrated competence in managing financial, human, and physical resources to achieve results efficiently, responsibly, and with value for public money. ▪ Ability to identify operational challenges, address performance gaps, and implement practical solutions that improve service quality, emergency response capability, and organizational effectiveness. ▪ Proven ability to establish a culture of accountability, continuous improvement, and results-based performance across all levels of the Authority. ▪ Demonstrated commitment to achieving measurable improvements in public safety, fire prevention, emergency preparedness, and response outcomes while maintaining transparency and accountability to the Board, government, and the communities served.
Management	▪ Invest time in managing and developing people as well as building positive staff morale ▪ Integrate plans into a transparent management framework to fulfill obligations of management accountabilities ▪ Manage projects across sector and multiple agencies and keeps stakeholders informed ▪ Effectively delegates appropriate responsibility, accountability & decision making authority. ▪ Monitors progress against milestones and deadlines. ▪ Drives effective planning and demonstrates a strong organizational ability and experience through the integration of structures, systems and teams to better achieve objectives. ▪ Drive strategies to achieve operational efficiencies and value for money. ▪ Provide oversight for financial resources and assets and account for their use.
PERSONAL ATTRIBUTES	**DESCRIPTORS**
Integrity / Ethics	▪ Possess appropriate values and belief in what is best for the common good. ▪ Is widely trusted and is seen as a direct and courageous individual. ▪ Personifies values of honesty, integrity, impartiality, transparency accountability. ▪ Demonstrate self-awareness and commitment to personal development. ▪ Serves the Government of the day irrespective of personal preferences
Commitment & Personal Drive	▪ Takes responsibility and initiates timely action to resolve issues. ▪ Is prepared to make tough corporate decisions to achieve desired outcomes. ▪ Accepts accountability for mistakes made in the organization and ensures corrective action is taken.
Judgment / Intelligence / Commonsense	▪ Is analytical, proactive, innovative and able to conceptualize strategic issues faced by the Authority and apply appropriate and cost-effective solutions. ▪ Is aware of new and emerging issues such as climate change and disaster risks and able to design interventions to adapt to climate change and reduce disaster risks and ensure that the Authority is ready to respond at all times to

	small scale incidents and national disasters. ▪ Has the functional and technical knowledge to carry out the Commissioner's duties to a high level of accomplishment. ▪ Makes sound decisions based on common sense, experience and good judgment without prejudice. ▪ Anticipates implications and applies effective judgment to develop solutions.
Creativity and Innovation	▪ Consistently generates and employs original ideas, tackling both simple and complex problems. ▪ Brings out the best in others, leads them to discover new ideas, solutions and new ways of doing the job and unafraid to use unorthodox methods. ▪ Drives and steers the change agenda and demonstrates understanding of the complex range of factors which effect change. ▪ Ensuring a safe and happy work environment for all employees where they can freely express their creativity and individuality and still value being part of the Authority.
EXPERIENCE & PAST WORK PERFORMANCE	**DESCRIPTOR**
Leadership	▪ Demonstrated leadership experience with progressively increasing levels of responsibility within the fire service, supported by a minimum of eight (8) years of relevant firefighting experience. ▪ Proven ability to provide strategic and operational leadership in fire and emergency response services, ensuring effective service delivery and organizational readiness. ▪ Proven ability to lead critical incident response operations, exercise sound judgment under pressure, and make timely, risk-informed decisions to protect lives, property, and the environment. ▪ Demonstrated competence in developing, implementing, and monitoring operational procedures, emergency response plans, and fire safety standards in accordance with relevant legislation and organizational policies. ▪ Proven ability to manage firefighting resources, equipment, and personnel effectively to ensure operational efficiency, safety, and value for public resources. ▪ Proven ability to coordinate and collaborate with government agencies, emergency services, community stakeholders, and other relevant partners in emergency preparedness, response, and disaster management. ▪ Demonstrated commitment to occupational health and safety, risk management, personnel welfare, and compliance with established fire and emergency service standards. ▪ Proven ability to contribute to strategic planning, policy development, organizational performance improvement, and the long-term strengthening of fire and emergency services.
Management	▪ Demonstrated experience in managing fire and emergency service administration, ensuring efficient service delivery and alignment with organizational objectives. ▪ Proven ability to oversee financial management, including budget

	preparation, expenditure monitoring, and accountability for public funds and organizational assets. ▪ Demonstrated competence in workforce planning, staff performance management, professional development, and succession planning to support organizational capacity and sustainability. ▪ Proven ability to develop, implement, and evaluate strategic and operational plans, management systems, and performance frameworks to improve organizational effectiveness. ▪ Demonstrated experience in organizational risk management, resource planning, and ensuring compliance with relevant legislation, policies, and regulatory requirements. ▪ Proven ability to provide high-level management advice and recommendations to executive leadership on organizational priorities, resource requirements, policy matters, and service improvement initiatives.
Technical	▪ Demonstrated technical expertise in fire prevention, fire suppression, rescue operations, emergency response, and disaster management relevant to the functions and responsibilities of the Samoa Fire and Emergency Services Authority (SFESA). ▪ Proven ability to oversee the development, implementation, and review of fire safety standards, operational procedures, emergency response plans, and technical guidelines in accordance with applicable legislation and regulatory requirements. ▪ Demonstrated knowledge of fire investigation, hazard identification, risk assessment, and mitigation strategies to strengthen public safety, protect property, and reduce fire-related risks. ▪ Proven experience in overseeing the maintenance, operational readiness, and effective utilization of firefighting equipment, emergency response vehicles, specialist tools, and other critical operational assets. ▪ Demonstrated understanding of emergency management systems, incident command structures, and inter-agency coordination to ensure an effective and integrated response to major incidents and disasters. ▪ Proven ability to assess technical and operational performance, identify capability gaps, and guide the adoption of appropriate technologies, training standards, and modern firefighting practices to strengthen the Authority's operational capability.
ACADEMIC QUALIFICATION	**DESCRIPTOR**
	▪ Minimum qualification of a Bachelor's degree from an accredited institution in the related area of fire & natural emergencies, fire suppression & emergency services, occupational health and safety. ▪ Additional specialized training in fire department operations and administration.