

Statement of Duties

Department of Premier and Cabinet

As at 27 June 2024

Position title:	Knowledge Support Officer
Position number:	003035 and 003036
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream Band 4
Division/branch/section:	Service Tasmania/Systems and Service Design
Full Time Equivalent (FTE):	1.0
Location:	Hobart and Launceston
Position status:	Permanent, Full Time
Ordinary hours per week:	36.75
Supervisor:	Service Design Lead

Agency/Department values:

DPAC values underpin our culture and guide our decision making and behaviour. Our values are:

Excellence

We strive for excellence at all times.

Customer-focused

Our customers are at the centre of what we do and how we do it.

Working together

We support and respect one another and work with others to achieve results.

Being professional

We act with integrity and are accountable and transparent.

Respect

We treat everyone with respect and kindness.

For more information about DPAC visit www.dpac.tas.gov.au

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Division profile:

Service Tasmania aims to deliver and develop the best possible services for its customers. Service Tasmania enables Tasmanians to obtain information and complete their business with Government (State, Local or Commonwealth) either in person (through our 27 Service Centres) over the phone (through our Contact Centre) and online (through www.service.tas.gov.au).

To support the delivery of the best possible service to its customers, all Service Tasmania staff are required to access and maintain personal and sensitive customer information. Staff also collect and reconcile Government revenue and manage customer financial data and as such are expected to display the highest levels of personal integrity and honesty in order to maintain public confidence in the services we provide.

Position objective:

The Knowledge Support Officer supports the Service Tasmania internal knowledge management system, website and myServiceTas portal, related projects and activities.

Duties:

1. Develop and maintain clear and accurate process information and content in the knowledge management system, website and myServiceTas portal that supports the delivery of Service Tasmania services.
2. Provide support and training for staff and agency stakeholders on the knowledge management system, website and myServiceTas portal.
3. Manage the support inboxes, Jira boards and internal system feedback, including liaising and consulting with agency representatives and internal stakeholders.
4. Work collaboratively with stakeholders in a continuous improvement environment to identify process issues and opportunities to streamline service delivery for staff and customers.
5. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Level of responsibility:

Champion a child safe culture that upholds the National Principles for *Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.

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The Knowledge Support Officer may be required to undertake any or all of the major duties associated with the position and will be required to:

- Ensure that all work carried out is thorough, well researched, accurate and timely.
- Meet deadlines and prioritise workloads to meet demand.
- Carry out their work as part of a small team or alone under supervision.
- Accurately assess the political and/or industrial sensitivity of matters relating to their work.
- Communicate with internal and external stakeholders, negotiating effectively and resolving issues as required.

Work is undertaken within defined timelines and with competing priorities.

Reporting structure:

- Reports to the Service Design Lead, Systems and Service Design.
- Although the Knowledge Support Officer will be provided with general supervision, they are expected to work with some autonomy and display discretion in selecting the most appropriate method for completing their allotted tasks.
- They are to exercise initiative and judgement with their allocated responsibilities and is required to establish priorities to meet changing work circumstances.

Selection criteria:

1. Demonstrated customer service focus and experience in a client service environment.
2. Demonstrated ability to research and analyse information and formulate options and recommendations.
3. Demonstrated experience establishing and developing knowledge materials, business documentation and administering a knowledge management system to support operational needs.
4. Well-developed interpersonal, written and verbal communication skills including familiarity with 26TEN/Plain English principles.
5. Capacity to work both individually and as part of a team in a complex environment where priorities are subject to change.

Desirable requirements:

N/A

Essential requirements:

N/A

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State Service Principles and Code of Conduct

Employees should familiarise themselves with the State Service Principles (view at thelaw.tas.gov.au website) and must work to ensure the Principles are embedded into the culture of the Agency and that the Principles are applied to all Agency decision making and activities.

The State Service Code of Conduct (view at thelaw.tas.gov.au website) complements the State Service Principles. It outlines the behaviours and performance expected of State Service employees, including acting appropriately in the course of their duties and maintaining the confidence of the community in the activities of the State Service.

Working environment

DPAC is committed to having a diverse and inclusive workforce where all employees feel welcomed, safe and supported. Our employees are diverse in gender, languages, ethnicity, cultural background, age, sexual orientation, and religious beliefs. They also are diverse in their skills and qualifications, where they live and work, their life and work experiences, personality, abilities, family and caring responsibilities, and their experience of disability. We recognise the unique skills and knowledge that Aboriginal employees bring to the workplace. We value and encourage the diversity of thought that our employees bring.

The Department of Premier and Cabinet is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people. The Department is committed to the safeguarding and protection of welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation.

We will employ the right people. We will embed a culture of self-reflection and continuous improvement. We will have the courage to change what needs to be changed. We will regularly review our policies and structures through a child and youth safety lens. Our people will be equipped with the skills to recognise and respond to signs of harm. We are growing a culture where everyone takes responsibility, shares information, and speaks up if something doesn't seem right. Together, we're creating a place where all children and young people are safe from harm.

DPAC does not tolerate discrimination, harassment or bullying in the workplace. We have a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

There are a range of flexible work options available to support employees to achieve work/life balance, and workplace adjustments are available to accommodate individuals' needs in the workplace.

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Workplace health and safety:

The Department is committed to sustaining an environment and culture that provides for the health, safety and wellbeing of all its workers, by complying with the requirements of the *Work Health and Safety Act 2012* and the *Work Health and Safety Regulations 2012*.

Within the remit of the role, actively participate in and contribute to the Work Health and Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

Our goal is to be recognised as an exemplar with regard to work health, safety and wellbeing throughout the State Service.

Every employee at DPAC has an obligation to:

- Comply with safe work practices;
- Take reasonable care of the health and safety of themselves and others;
- Comply with any direction given by management for health and safety;
- Report all accidents and incidents in a timely manner; and
- Report all known or observed hazards.

If this position has supervisory responsibilities, additional responsibilities are to provide and maintain as far as possible:

- A safe working environment;
- Safe systems of work;
- Information, instruction, training and supervision that is reasonably necessary to ensure employees are safe from injury and risks to health; and
- A commitment to continually improve our performance through effective safety management.