Department *of* Police, Fire *and* Emergency Management

STATEMENT OF DUTIES

Tasmanian Government

Title	Radio Dispatch Operator
Position Number	Various
Business Unit	Statewide Services
Branch / Section	Radio Dispatch Services
Location	Hobart
Immediate Supervisor	Officer-in-Charge
Award	Tasmanian State Service Award
Employment Conditions	Full-time shift work, Permanent or Fixed-term
Classification	RDS Agreement: Trainee – Band 1 Qualified – Band 3/4

Focus:

Responsible for the receipt of calls and rapid and accurate dispatch of police resources in accordance with standard operational procedures.

Primary Duties:

- Provide and direct accurate, rapid and effective communications to police units, public and emergency services ensuring accuracy of information, including the updating of records in emergency situations.
- Dispatch and coordinate appropriate police resources.
- Operate the various police and Government intelligence and data systems.
- Liaise with other service providers.
- Provide assistance in communications training.

Scope of Work:

Responsible for ensuring the application of appropriate policies, standards and practices in a complex operational environment. May assist the supervisor to ensure less qualified or experienced staff receive instruction, guidance and performance feedback.

Direction and Supervision:

Direction and supervision is provided by the Officer-in-Charge or Duty Supervising Officer.

Selection Criteria:

1. Well-developed radio/telephone communication experience, preferably gained within a time-critical emergency services or a similar environment.
2. Ability to make rapid decisions in a crisis situation exercising sound judgement and discretion.
3. Ability to operate in a team environment that is subject to work flow pressures and stressful situations.
4. Demonstrated keyboard/computer skills (minimum 40 WPM with 90% accuracy) with the ability to determine work priorities in accordance with operational procedures.
5. Ability to quickly acquire knowledge of police operations and services provided.
6. A thorough understanding of confidentiality obligations.

Qualifications and Experience:

Desirable:

Knowledge and expertise consistent with qualifications recognised at Certificate 3 and 4 or equivalent level.

Essential Requirements:

Pre-Employment Checks

The Head of the State Service has determined that a person nominated for appointment to this position is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. Any relevant serious criminal offence or repeated serious offences over any period, which are not mitigated by additional information, may provide grounds for declining an application for appointment. Such offences would include, but are not limited to:

- Arson and fire setting;
- Sexual offences;
- Dishonesty (e.g. theft, burglary, breaking and entering, fraud);
- Deception (e.g. obtaining an advantage by deception);
- Making false declarations;
- Violent crimes and crimes against the person;
- Malicious damage and destruction to property
- Trafficking of narcotic substance;
- False alarm raising.

Code of Conduct:

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

Environment and Conditions:

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000.* It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these

differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children**.**

The working environment is largely office based, however intra-state travel may be required. During emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees 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.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

Approved

A GHUMAN
MANAGER, PARTNERING AND EMPLOYMENT SERVICES
BUSINESS AND EXECUTIVE SERVICES

Date: Dec 2025