

Department of State Growth

Statement of Duties

Position Title:	Program Officer
Position number:	005689
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream Band 4
Division/branch/section:	Business, Industry and Investment – Small Business
Location:	South
Employment status:	Flexible
Reports to:	Manager Client Programs and Services

About the Small Business Unit

The Small Business Unit is responsible for the development, implementation and management of business programs, projects, and services for the Tasmanian small business sector. The work program includes delivery of a wide variety of strategic projects and initiatives, the administration of grants and funding, and management and oversight of the Tasmanian Business Advice Service aligned to the Small Business Growth Strategy 2026.

The Small Business Unit is also responsible for delivery and management of the Business Tasmania Service which is the Tasmanian Government's initial point of contact for small businesses looking for support, information and referrals to information, programs and services.

Position Objective

Contribute to the Small Business team by supporting the delivery of projects, programs, grants, and services in line with strategic outcomes set by the Department of State Growth and the Tasmanian Government.

Major Duties

- Work collaboratively with other members of the Small Business team to support the development and delivery of projects, programs, grants, and services.
- Assist in the development and delivery of compliant business grant programs, including drafting of program guidelines and procedures, developing forms, processing payments, and undertaking assessments including acquittals using SmartyGrants.
- Apply judgement and critical thinking, to complete project and program related tasks – ensuring outputs are of a high quality and are delivered in a timely manner.

- Prepare clear and accurate documentation, for example correspondence, web content, reports, minutes, files notes and responses to Ministerial requests for different audiences.
- Positively engage with internal and external stakeholders, including small business clients and grant applicants, by responding to queries, providing clear and accurate information, and consulting to gather and collate information.
- Undertake research, and extract data from a variety of sources including SmartyGrants, to gather information for documents and reports.
- Undertake other duties as required to assist the Small Business Unit.

Scope of Work: (Responsibility, Decision-Making and Direction Received)

Under direction of the Manager Client Program and Services, the occupant of this role will support a wide variety of projects, programs, grants, and services.

The occupant is required to be adaptable and have the ability and motivation to understand different small business initiatives and to produce outcomes that are responsive to the requirements of individual tasks and projects.

The occupant will be required to contribute to building and delivering grant programs, often within short timeframes. Therefore, the occupant is required to demonstrate resilience and be able to work unsupervised in a highly changeable work environment.

The role engages with different areas of the department, with other government agencies, with non-government organisations, and with the business sector. As such, the occupant must be able to develop and maintain strong collaborative working relationships with a variety of stakeholders.

The occupant must set work priorities and exercise initiative and judgement to effectively deliver tasks and meet deadlines.

To be successful, the occupant must be self-motivated with a 'can do' attitude..

Selection Criteria (Knowledge and Skills):

- A good understanding of the challenges and opportunities facing the Tasmanian small business sector, or capacity to develop this knowledge.
- Demonstrated experience in grant practices, with a proven ability to support the development and execution of grant programs according to defined policies and procedures, ideally with experience using SmartyGrants.
- Strong data analysis and written and verbal communication skills enabling the production of clear, concise and accurate documentation for reporting and to support the effective delivery of projects, programs and services.
- Demonstrated self-management skills, with the ability to identify and set goals, exercise initiative, prioritise workload, think critically, adapt to changing circumstances and meet deadlines.

- High level interpersonal skills, including an ability to work collaboratively as an effective team member, and the ability to liaise, negotiate, and consult with a variety of internal and external stakeholders to ensure quality consistent outcomes are achieved.

Position Requirements

Pre-employment

- *Nil*

Essential

- *Nil*

Desirable

- *Familiarity with SmartyGrants.*

Working at State Growth

The Department of State Growth works to grow our economy and provide opportunities for all Tasmanians. We provide support and strategy advice in relation to key economic drivers including energy, industry sectors, resources, regulation and infrastructure. We support the delivery of a range of public services and have a strong focus on investment attraction and the development of innovative strategies that drive state growth.

The [department's website \(http://www.stategrowth.tas.gov.au/\)](http://www.stategrowth.tas.gov.au/) provides more information.

Our department is a diverse, inclusive and flexible workplace that enables our people to contribute to their full potential. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our clients with respect.

State Growth is a values-based organisation. Our aim is to attract, recruit and retain people who will uphold our values and are committed to building a strong values based culture. Our values and behaviours reflect what we consider to be important, that is

Our people who are at the heart of the organisation; *our decisions* which are based on sound principles; and *our clients* who are at the centre of what we do.

We have the ***Courage to Make a Difference*** through:

- ***Teamwork*** – our teams are diverse, caring and productive
- ***Respect*** – we are fair, trusting and appreciative
- ***Excellence*** – we take pride in our work and encourage new ideas to deliver public value
- ***Integrity*** – we are ethical and accountable in all we do

We are committed to high standards of performance relating to Workplace Health and Safety and all employees are expected to participate in maintaining safe working conditions and practices. State Growth has zero tolerance to violence, including violence against women and any form of family violence. We will take an active role to support employees and their families by providing a workplace that promotes their safety and provides the flexibility to support employees to live free from violence.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to (*State Service Act 2000*). These can be located at State Service Management Office (www.dpac.tas.gov.au/divisions/ssmo)