

Monetary Penalties Enforcement Service (MPES)

Statement of Duties (May 2021)

Title	Enforcement Officer
Number	356459
Award	Tasmanian State Service Award
Classification	General Stream Band 3
Division	Monetary Penalties Enforcement Service (MPES)
Output Group	Administration of Justice
Full Time Equivalent	1.0 FTE
Branch	Enforcement
Supervisor	Team Leader
Direct Reports	Nil
Location	Hobart
Terms of Employment	Permanent, 73.50 hours per fortnight
Position category and funding	A067

The Department of Justice

Aim

A safe, fair and just Tasmania.

Purpose

To support the Tasmanian Government to promote the rule of law by

- ensuring an effective, efficient and accessible justice system.
- protecting and respecting rights.
- improving laws.
- influencing positive behaviour and enforcing responsibilities.

Visit the [Department of Justice website](#) for more information.

Divisional Information

The Monetary Penalties Enforcement Service ensures that the imposition of monetary penalties is an effective element in the administration of justice in Tasmania by:

- Collecting monetary penalties imposed by public sector bodies.
- Proactively contacting persons who are in default of their payment obligations, to remind these persons of their payment obligations and to negotiate payment arrangements which are appropriate to their financial circumstances.
- Applying a range of enforcement actions when persons refuse to meet their payment obligations.

More information about Monetary Penalties Enforcement Service and the operation of the department are available on its [website](#).

About the position

Objective

- Undertake duties that contribute to the effective collection of monetary penalties issued by public sector bodies.

Duties

- Respond to telephone and counter enquiries from clients and their agents in relation to the payment of outstanding monetary penalties.
- Undertake assessments of the financial circumstances of client and negotiate appropriate payment arrangements.
- Research the location of allocated clients who are in contravention of their payment obligation and contact those clients who have been located.
- Provide recommendations to Team Leaders on enforcement or other action that may be appropriate.
- Participate in field enforcement operations that may involve seizure of property for sale.
- Undertake other duties that may be required in relation to the operation of MPES.

Level of responsibility

- Enforcement Officers are appointed under the *Monetary Penalties Enforcement Act 2005* to perform duties which enable the Director, Monetary Penalties Enforcement Service to perform his or her functions under the Act. They exercise initiative and discretion when MPES policies and procedures to provide satisfactory solutions and recommendations to clients.
- Conduct your work in a safe manner such that it does not put yourself or others at risk.
- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.

Direction and supervision received

- General direction and supervision is provided by their Team Leader.

Selection criteria

The following specific selection criteria must be addressed by candidates by describing their relevant personal and professional skills and abilities; qualifications, training and competencies; past achievements; and potential for development. The position objective and duties can also be used to assist in addressing the selection criteria.

1. Demonstrated personal qualities that align with the Department of Justice standards and behaviour.
2. Demonstrated ability to quickly acquire the necessary knowledge and skills to apply the provisions of the *Monetary Penalties Enforcement Act 2005* and related regulations.
3. Demonstrated ability to communicate effectively with a wide range of clients in both telephone and face to face environments including the successful resolution of challenging interactions with clients.
4. Proven success in negotiating successful outcomes within established policies and procedures in a legislative compliance, debt collection or other relevant environment.
5. Demonstrated ability to apply organisational policy in an empathetic manner to clients from a diverse range of personal and social circumstances.
6. Proven ability to quickly learn and apply specialised information management system.

Working environment

Employment in the State Service is governed by the *State Service Act 2000*. Both employees and officers are required to uphold and comply with the State Service Principles (Section 7) and the Code of Conduct (section 9).

Department of Justice state service employees:

- treat all users of our services with respect and courtesy;
- listen to what users of our services have to say;
- personalise services to the needs and circumstances of each user of our services where practical;
- always do what they say they are going to do, or update the appropriate people promptly if things change, offering an explanation for the change;
- respond to enquiries promptly and efficiently; and
- consult the public and users of our services about their service needs.

The minimum standard of behaviour expected of all Department of Justice employees is to:

- Consider people equally without prejudice or favour.
- Act professionally with honesty, consistency and impartiality.
- Take responsibility for situations, showing leadership and courage.
- Place the public interest over personal interest.
- Appreciate difference and welcome learning from others.
- Uphold the law, institutions of government and democratic principles.

- Communicate intentions clearly and invite teamwork and collaboration.
- Provide transparency to enable public scrutiny.
- Be fiscally responsible and focus on efficient, effective and prudent use of resources.

DoJ has a *zero tolerance* approach to violence*, including any form of family violence. DoJ takes an active role in supporting employees and their families and is committed to providing a workplace that promotes safety and wellbeing of all employees.

*The Department accepts the Tasmanian legal definition of violence

Further information about employee expectations is on the Department of Justice Intranet site under Statement of Intent.

The department is committed to high standards of performance in the application of contemporary management practices and principles including workplace health and safety and workplace diversity. The department recognises and uses the diversity of the community it serves. In doing this it acknowledges the individual differences that can contribute to the capacity of a person to perform the inherent requirements of the duties. All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

All employees are responsible for participating actively and constructively in discussions regarding performance and for the implementation of agreed outcomes in accordance with the Performance Management policies and strategies of the Department.

Smoking is prohibited in State Government workplaces and vehicles.

Requirements

Essential requirements

- Nil

Desirable requirements

- Tasmanian Drivers Licence.

Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

I. Pre-employment checks

- Arson and fire setting
- Violent crimes and crimes against the person
- Sex-related offences
- Drug and alcohol related offences
- Crimes involving dishonesty
- Crimes involving deception

- Making false declarations
 - Malicious damage and destruction to property
 - Serious traffic offences
 - Crimes against public order or relating to the Administration of Law and Justice
 - Crimes against Executive or the Legislative Power
 - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
 3. Identification check.