

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Assistant Director, TFS-SES Business Improvement
Position Number	005281
Business Unit	Office of the Chief Officer
Branch / Section	Tasmania Fire Service
Location	Hobart
Immediate Supervisor	Executive Director, Strategy and Capability
Award	Tasmanian State Service Award
Employment Conditions	Permanent, Fixed Term, Full-time
Classification	Band 8

Focus:

This position is responsible for identifying processes, systems and strategies to build capacity and ensure the need to deliver frontline services and achieve organisational objectives.

Reporting to the Executive Director of Strategy and Capability, it is responsible for coordinating and monitoring a range of activities with a focus on innovation, capability and reducing risk.

It will work closely with key stakeholders across both the Tasmania Fire Service (TFS) and State Emergency Service (SES), and broader Department of Police Fire and Emergency Management (DPFEM), to deliver successful projects, sanctioned by the Executive Leadership Team.

Primary Duties:

- Manage key stakeholders, leveraging effective communication and influencing skills to gain buy-in to move toward a shared vision.

- Develop and implement best practice methodologies, systems and processes for identifying, planning, executing and prioritising transformation and change initiatives.
- Lead the identification of future transformation and change initiatives, undertaking cost-benefit analysis to facilitate investments and alignment across the business and broader Department and drive the implementation.
- Lead the coordination, development and implementation of contemporary ICT systems and applications to improve processes and outputs for TFS and SES, in a complex operational environment.
- Develop and implement comprehensive transformation and change programs, with robust delivery reporting to ensure senior stakeholders are kept apprised of progress and milestones.
- Act as an advisor to the TFS/SES Leadership team on ICT policy, roadmap, framework and projects for TFS and SES.
- Provide advice to the TFS/SES leadership team on improving and modernising Business Continuity Plans (BCP) for operational and business units within TFS and SES.

Scope of Work:

The occupant of the position is responsible for:

- Implementing policies, regulations and plans to provide efficient and effective program or service delivery outcomes.
- Management and/or quality control of outcomes, processes, systems, resources, assets, and infrastructure.
- Providing advice on the application of policy to systems and processes in meeting specified program objectives.
- For ensuring a safe working environment by complying with relevant Work Health and Safety (WHS) legislation, codes of practice and policies, procedures and guidelines issued under the Department's WHS Management System.
- The Business Improvement Model has a different role to that of a Project Management Office, which focuses on delivering complex medium to large projects for the whole of DPFEM.

Direction and Supervision:

The decision making and direction in relation to the role are that:

- There is minimal supervision of individual tasks but guidance, and direction is provided.

- Guidance and instruction may on occasion be received on the implementation of modifications consistent with policy, regulatory and/or technological requirements, and developments.
- The occupant operates with considerable independence in determining priorities, and approach in implementing policies, plans, systems, and procedures in a complex specialised environment; and
- Work of a highly technically complex nature or with a varied range of activities may receive instruction and/or provide innovative solutions to meet service delivery outcomes.

Selection Criteria:

1. Proven understanding of the role and function of TFS and SES, their relationship to the broader Department (DPFEM).
2. Undertake high level research and prepare, review and present reports, talking points, briefing notes, presentations, submissions and other correspondence in accordance with departmental requirements.
3. Ability to coordinate and facilitate business improvement activities, including business process mapping and data analysis to provide high level timely and independent advice to senior management regarding development and design transformational activities.
4. Develop and maintain effective stakeholder relationships and networks to support program activities and promote positive continuous improvement outcomes to ensure business objectives are achieved.
5. Demonstrated leadership, problem solving and change management skills and the ability to understand the organisational, social, and political environment affecting the TFS.
6. Demonstrated experience to lead, manage and deliver outcomes in a complex, ambiguous, changing organisational environment and in situations where there are competing priorities.

Qualifications and Experience:

Desirable:

Essential qualifications have not been prescribed, however, experience or knowledge of business process management mapping, analysis or reengineering is preferred.

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: PROPOSED