

Tasmania Prison Service

Senior Performance and Compliance Officer – Statement of Duties

Objective

Contribute significantly to the efficient and effective operation of the Performance and Compliance Unit by providing high-level support to the Performance and Compliance Manager in the management of the Performance and Compliance team, ensuring that the unit meets and delivers the reporting, performance and compliance needs of the Tasmania Prison Service (TPS).

Duties

- Conduct research and analysis within the Performance and Compliance System to identify areas of non-compliance or increased business risk; evaluating data and providing options and recommendations to help improve service delivery, performance and outcomes.
- Investigate and respond to external complaints, enquiries and correspondence from the Office of the Custodial Inspectorate, Ombudsman's Office, Tasmanian Audit Office and Agency Executive.
- Coordinate internal complaints received by the TPS, ensuring that all complaints are responded to in accordance with requirements.
- Maintain the TPS Performance and Compliance System.
- Manage and administer the TPS Risk Register, Audit Schedule, Integrated Performance System, Incident Management System and Meetings Matrix, as well as assist in the development and improvement of these critical business systems.
- Prepare high standards of written work including the preparation and delivery of TPS reports, including monthly, quarterly, annual, and performance based reports.
- Assist and coordinate TPS investigations, audits and compliance checks as required, ensuring that operational guidelines, systems and processes are applied appropriately.
- 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 jobs at this classification level.
- Provide supervision, direction and guidance as required.

Level of responsibility

- Responsible for the effective and efficient completion of assigned tasks and projects within allocated resources and agreed timeframes.
- To provide assistance, options and recommendations to the Performance and Compliance Manager on all matters affecting the performance and compliance of the TPS.
- Exercise of independent judgement to resolve complex issues.
- 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.
- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

Direction and supervision received

- Direction and supervision to be provided by the Performance and Compliance Manager with the ability to use initiative and exercise discretion in resolving non-standard issues when required.

Selection criteria

1. Demonstrated ability to interpret and apply legislation, rules and orders, together with a thorough understanding of TPS policies, practices and legislation or demonstrated ability to acquire in a reasonable timeframe
2. Experience in the preparation of accurate, complex and concise written documents in accordance with strict deadlines and specific requirements.
3. Demonstrated analytical and research skills, with the ability to identify key issues and to exercise sound judgement in solving problems.
4. Well-developed negotiation, conflict resolution and problem solving skills, and proven skills in developing and maintaining effective relationships with a diverse range of stakeholders.
5. Ability to work unsupervised when required, as well as work effectively in a team environment.
6. Demonstrated co-ordination and organisational skills including the ability to set priorities, manage large volumes of information from a variety of sources, manage competing tasks, operate effectively under pressure and adapt to change.

Essential requirements

- Nil

Desirable requirements

- Nil

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:

1. 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.

Position Summary

Title	Senior Performance and Compliance Officer
Number	Generic
Award	Tasmanian State Service Award
Classification	General Stream Band 4
Division	Corrective Services
Full Time Equivalent	1.0
Output Group	Tasmania Prison Service
Branch	Performance and Compliance
Supervisor	Performance and Compliance Manager
Direct Reports	Nil
Location	Risdon Prison
Position category and funding	A234