

Tasmania Prison Service

Statement of Duties – January 2018

Title	Prison Administration Clerk
Number	Various
Award	Tasmania State Service
Classification	General Stream Band 2
Output Group	Corrective Services
Full Time Equivalent	0.5 or 0.21 FTE
Division	Tasmania Prison Service
Branch	Directorate Office
Supervisor	Senior Administration Officer
Direct Reports	Nil
Location	Risdon Prison
Terms of Employment	Permanent, Part-time and public holidays as part of a seven (7) day a week roster
Position category and funding	Permanent position. Cost code: A690

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 Mission of the Tasmania Prison Service (TPS) is to contribute to a safer Tasmania by ensuring the safe and secure containment of inmates, and providing them with opportunities for rehabilitation, personal development and community engagement.

More information about the Tasmania Prison Service and the operations of the department are available on its [website](#).

About the position

Objective

- Provide an effective and efficient delivery of a range of administration services across a number of business units.

Duties

- Undertake reception duties at the Visitor Reception Centre, including telephone reception, booking visits, receipting of prisoner property, registration of biometric data and responding to general enquiries.
- Undertake financial tasks including receipting of monies, processing of prisoner requests and financial transactions, together with the reconciliation and banking of monies.
- Perform various administrative functions including drafting of correspondence, screening of visitor applications, management of electronic diaries and filing of documentation.
- Process mail, incoming and outgoing, in accordance with organisation policy and procedures.
- 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.

Level of responsibility

- Performs routine work based on standard procedures. Decisions are made in accordance with established guidelines and instructions, either written or verbal. Flexibility is expected as working in a 7 day shift work position with additional hours.
- 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

- This position reports to the Senior Administration Officer and will work under general supervision. Duties are undertaken within the scope of established policies, procedures and guidelines.

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. General clerical experience including knowledge and experience relevant to the nature of the duties.
2. Well-developed communication, interpersonal and conflict resolution skills, including the ability to liaise effectively with a diverse range of staff and clients.
3. Ability to work effectively, either individually or as part of a team, in the efficient and timely delivery of professional client-focused services.
4. Ability to follow procedures and plan, organise and set priorities in an environment subject to work pressures and change.
5. Proven ability to use current office technology to deliver a range of services.
6. A demonstrated commitment to confidentiality.

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). In particular the expectations are as follows:

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.

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

- 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.