

Operations Manager

Statement of Duties – June 2017

Title	Operations Manager
Number	356165
Award	Tasmanian State Service Award
Classification	General Stream Band 7
Output Group	Corrective Services
Full Time Equivalent	1.0
Division	Community Corrections
Branch	Administration
Supervisor	Director
Direct Reports	8
Location	Hobart
Terms of Employment	Permanent full time 73.50 hours per fortnight 52 weeks per year including 4 weeks annual leave. Intrastate travel will be required.
Position category and funding	Permanent position – Cost Code: A039

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

Community Corrections works with offenders who are under orders but not in custody and contributes to a safe, fair and just Tasmania by providing a combination of support and accountability to inspire positive change in their lives.

Its core functions include:

- Supervising offenders to ensure compliance with court and Parole Board orders
- Preparing reports for the courts and Parole Board
- Case managing and supporting offenders
- Delivering programs to reduce re-offending
- Partnering with stakeholders to assist reintegration

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

About the position

Objective

The purpose of this role is to ensure the achievement of required performance standards in accordance with the policy and performance framework of Community Corrections and ensuring strategic operational initiatives are effectively implemented. The specific areas managed are:

- Probation and Parole
- Community Service Orders
- Court Mandated Diversion Program

Duties

- Manage and coordinate regional teams to ensure effective and efficient management of offenders.
- Provide oversight and coordination of service delivery.
- Conduct ongoing monitoring and reporting of service delivery and performance.
- Develop and support Team Leaders and provide coaching to resolve any performance related issues for staff.
- Provide leadership to enable effective, consistent service delivery and achievement of organisational goals across the state.
- Perform the duties of the central contact for interstate transfer and travel requests for offenders to and from Tasmania.
- Actively participate in the Community Corrections senior management team.

Level of responsibility

The Operations Manager is responsible for the performance of all Community Corrections operations across Tasmania including the development of staff and works with other members of the senior management team to develop and implement the strategic direction of Community Corrections in accordance with the priorities of Government.

The occupant of this position may also be required to undertake tasks and duties of other members of the senior management team, as well as undertake specific projects as required.

The Operations Manager is responsible for ensuring efficient and effective management of work health, wellbeing and safety for the areas of responsibility in accordance with the relevant WHS requirements in the *WHS Act*.

- Periodically review the work area with your supervisors to assess the WHS aspects of the work done.
- Review hazard and incident reports, ensuring timely follow up and close out of actions.
- Overview the risk assessment processes for their activities.

Direction and supervision received

The Operations Manager operates under broad strategic direction with a significant degree of independence of action and autonomy in achieving desired outcomes.

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. Outstanding leadership qualities including the active demonstration of a leadership style that adapts as appropriate to different situations.
2. Extensive practical experience and demonstrated ability at a senior management level.
3. Demonstrated success in contributing to organisation strategy and implementing it within a service based organisation environment.
4. High-level knowledge and understanding of Criminal Justice issues and community based corrections services, or the ability to obtain such knowledge within a reasonable period.
5. Proven success in motivating and developing individuals and work groups to achieve outstanding results.
6. High-level written and oral communication skills as well as negotiation, conflict resolution, influencing and stakeholder management skills.
7. Be able to demonstrate an understanding of the WHS legislation and the responsibilities of managers, as outlined in the *Agency's Roles & Responsibilities Procedure* along with the capacity to apply and uphold that knowledge.

Working environment

The position requires regular travel and a presence in all Community Corrections offices across the state.

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.

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

- A current 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.