# Statement of Duties

## Department of Premier and Cabinet

# As at 11 January 2018

Position title: Executive Support Officer

Position number: 002551

Award/Agreement: Tasmanian State Service Award

Classification level: Band 4

Division/branch/section: Corporate & Culture Division

Full Time Equivalent (FTE): 1.0

Location: Hobart

Position status: Fixed-Term

Ordinary hours per week: 36.75

Supervisor: Director, Corporate & Culture

### Agency/Department values:

DPAC values underpin our culture and guide our decision making and behaviour. Our values are:

**Excellence**

We strive for excellence at all times.

**Customer-focused**

Our customers are at the centre of what we do and how we do it.

**Working together**

We support and respect one another and work with others to achieve results.

**Being professional**

We act with integrity and are accountable and transparent

For more information about DPAC visit [www.dpac.tas.gov.au](http://www.dpac.tas.gov.au)

### Division profile:

The Corporate and Culture Division provides advice, assistance and support to our clients to ensure business and government processes run effectively. Our primary focus is on providing seamless high quality customer service.

We provide integrated corporate services to support the Department and Ministerial offices including financial, human, physical and information resources; communications and marketing support; coordinating the business planning process and the internal audit program; developing a range of departmental plans including risk plans; managing the operations of the Ministerial Drivers and Government Courier Service; and supporting other departmental wide projects.

The Division also manages executive government processes including providing administrative support for Executive Government bodies such as Cabinet and the Executive Council, coordinating State protocol, security, communications and other matters. The services provided include preparation, scrutiny and processing of documents; advice to the Governor, Ministers and departments on procedures and administrative policy (including whole-of-Government communications); management of official visits, State receptions and functions; coordination of the honours and award nomination processes; management of the TasALERT emergency website and social media; and participation in national counter-terrorism processes.

The Division also provides support to the Secretary and acts as the primary link between the Department and the Office of the Premier.

### Position objective:

To provide professional and proactive executive support to the Director Corporate & Culture and Divisional Managers as required. Coordinate the division’s production of meeting papers, briefing notes, ministerial documents, minutes and reports.

### Duties:

1. Provide high-level level executive support and coordinate the day to day activities of the Director, Corporate & Culture, including management of the Director’s diary; managing emails, correspondence and briefing material; control of incoming calls; travel and function arrangements; and other administrative services to optimise timely and efficient outcomes.
2. Prepare correspondence, briefing notes, reports and other documents as requested by the Director.
3. Provide executive support to the Corporate & Culture Division Managers, as requested.
4. Monitor the distribution, tracking, filing and security of sometimes complex and specialised information and documents for the Director to ensure deadlines and information management standards are met.
5. Manage small projects, undertake research and prepare ad hoc reports as required.
6. Assist with the management of financial and physical resources associated with the functions of the Corporate & Culture Division. Maintain adequate stocks of office supplies and authorise minor purchases on behalf of the Director.
7. Undertake other executive and administrative tasks as requested by the Director, Corporate & Culture.

### Level of responsibility:

Responsible for ensuring the provision of efficient and timely executive support to the Director, Corporate & Culture.

Use of sound judgement and initiative in disseminating confidential information, answering queries and making decisions about the provision of effective executive and administrative support

Decisions made are based on the exercise of sound judgement and initiative. Set own work priorities and achieve tasks within agreed timeframes and allocated resources. Meeting deadlines, revising priorities and exercising discretion and initiative are requirements of this position.

Regular liaison with people who may be senior staff inside the Department, other agencies, Ministerial offices and the general public.

Develop sound, professional working relationships with all staff and other people who interact with the Corporate & Culture Division.

Time constraints may have a significant impact on the workload.

### Reporting structure:

The position reports directly to the Director, Corporate & Culture.

The Director provides broad objectives and priorities, but individual tasks are undertaken with limited supervision.

Work is undertaken in accordance with relevant departmental and government policies and guidelines. However, there are discretionary elements for which the office will need to exercise judgement.

### Selection criteria:

1. Comprehensive and specialised knowledge, expertise and understanding of executive support and office management practices and procedures.
2. Ability to communicate effectively at all levels, exercise judgement and discretion, and handle sensitive or confidential situations and information with diplomacy and tact.
3. Proven ability to plan, organise and prioritise workloads, manage a variety of tasks at the same time and complete work activities within tight time frames.
4. Ability to adopt an innovative approach to problem solving and adapt standard practices or develop new approaches to resolve problems.
5. Proven ability to quickly and accurately produce complex documents that are clear and concise to a high standard of quality using software packages relevant to this position.
6. Capacity to contribute to a positive team environment, use networks to obtain results and behave in alignment with DPAC values.
7. Understanding of the social, political and organisational context in which the Department of Premier and Cabinet operates.

### Essential Requirements:

N/A

### Desirable Requirements:

N/A

### State Service Principles:

Employees should familiarise themselves with the State Service Principles (view at [thelaw.tas.gov.au](http://www.thelaw.tas.gov.au/tocview/index.w3p;cond=;doc_id=85%2B%2B2000%2BGS7%40EN%2B20130228000000;histon=;prompt=;rec=;term) website) and must work to ensure the Principles are embedded into the culture of the Agency and that the Principles are applied to all Agency decision making and activities.

### Code of Conduct:

The State Service Code of Conduct (view at [thelaw.tas.gov.au](http://www.thelaw.tas.gov.au/tocview/index.w3p;cond=;doc_id=85%2B%2B2000%2BGS7%40EN%2B20130228000000;histon=;prompt=;rec=;term) website) complements the State Service Principles and requires employees and officers to act appropriately in the course of their duties and to maintain the confidence of the community in the activities of the State Service.

### Workplace diversity:

The Department is committed to having a diverse and inclusive workforce where all employees feel welcomed, safe and supported. Our employees are diverse in gender, languages, ethnicity, cultural background, age, sexual orientation, and religious beliefs. They also are diverse in their skills and qualifications, where they live and work, their life and work experiences, personality, abilities, family and caring responsibilities, and their experience of disability. The Department values the unique experiences, knowledge, and skills that our employees bring to their work

There are a range of flexible work options available to support employees to achieve work/life balance, and workplace adjustments are available to accommodate individuals’ needs in the workplace.

### Workplace health and safety:

The Department is committed to high standards of performance in respect to work health and safety and managing diversity.

All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

Smoking is not permitted in the workplace or government vehicles.

Staff are also responsible for adhering to the instructions within the security plan and are expected to be pro-active in identifying threats in their workplace, in particular challenging or reporting anyone who is not properly identified within their workplace. All staff are to be familiar with and participate in all evacuation drills.

### White Ribbon:

The Department is committed to providing a healthy and safe working environment for all employees and has a zero tolerance for violence, including violence against women.