

# Department of State Growth

## Statement of Duties

---

<b>Position Title:</b>	Support Officer
<b>Position number:</b>	425298
<b>Award/Agreement:</b>	Tasmanian State Service Award
<b>Classification level:</b>	General Stream Band 2
<b>Division/branch/section:</b>	Business Services / People and Culture / Operational Services
<b>Location:</b>	Hobart
<b>Employment status:</b>	Flexible
<b>Supervisor:</b>	Team Leader, Operational Services

---

### Position Objective

Provide a support and advisory service to clients on the day to day operational functions of the People and Culture Branch with a focus on payroll, recruitment and establishment management.

### Major Duties

- Actively participate in the provision of an efficient and accurate payroll service ensuring compliance with relevant legislation and industrial arrangements.
- Undertake recruitment and establishment activities in line with relevant legislation and Agency procedures.
- Provide advice and assistance to a range of stakeholders on legislation, award interpretation and People and Culture related policies and procedures.
- Prepare routine correspondence relating to day to day operational activities.
- Assist with quality assurance and data integrity of operational activities.
- Assist in the development, implementation and review of business improvement initiatives.

### Scope of Work: (Responsibility, Decision-Making and Direction Received)

Under general direction and instruction for the Manager Operational Services, this role is responsible for the efficient and accurate delivery of day to day operational functions. This role also receives direction and support from the Team Leader, Operational Services.

A key expectation of this role is the establishment of co-operative and beneficial relationships with colleagues and clients.

The occupant is expected to operate with a degree of independent judgement in applying established practices, procedures and processes. The occupant will work towards achieving the priorities and objectives of the Operational Services team. The occupant is expected to use initiative to resolve non-complex matters and to make recommendations based on evidence.

### **Selection Criteria (Knowledge and Skills):**

The Department of State Growth insists on a collaborative and consultative approach, especially involving integrity, respect and openness in dealing with others and believes teamwork, effective communication and professionalism are essential in achieving higher quality outcomes.

1. Knowledge of and experience in human resources practices and processes, particularly in the areas of payroll and recruitment.
2. Knowledge of and experience in the application of State Service procedures and legislation or a demonstrated capability to develop such knowledge within a reasonable timeframe.
3. Well-developed written and interpersonal skills including the ability to build effective relationships with a range of stakeholders in providing a high level client service.
4. Demonstrated organisational skills and adaptability, with proven experience setting priorities and working as an effective member of a team in an environment with competing priorities to ensure deadlines are met.
5. Demonstrated experience with information management systems, with the ability adapt this knowledge\experience to a human resources setting.

### **Position Requirements**

#### ***Pre-employment***

- Nil

#### ***Essential***

- Nil

#### ***Desirable***

- Nil

### **Working at State Growth**

The Department of State Growth works to grow our economy and provide opportunities for all Tasmanians. We provide support and strategy advice in relation to key economic drivers including energy, industry sectors, resources, regulation and infrastructure. We support the delivery of a range of public services and have a strong focus on investment attraction and the development of innovative strategies that drive state growth.

The [department's website \(http://www.stategrowth.tas.gov.au/\)](http://www.stategrowth.tas.gov.au/) provides more information.

Our department is a diverse, inclusive and flexible workplace that enables our people to contribute to their full potential. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our clients with respect.

State Growth is a values-based organisation. Our aim is to attract, recruit and retain people who will uphold our values and are committed to building a strong values based culture. Our values and behaviours reflect what we consider to be important, that is

*Our people* who are at the heart of the organisation; *our decisions* which are based on sound principles; and *our clients* who are at the centre of what we do.

We have the **Courage to Make a Difference** through:

- **Teamwork** – our teams are diverse, caring and productive
- **Respect** – we are fair, trusting and appreciative
- **Excellence** – we take pride in our work and encourage new ideas to deliver public value
- **Integrity** – we are ethical and accountable in all we do

We are committed to high standards of performance relating to Workplace Health and Safety and all employees are expected to participate in maintaining safe working conditions and practices. State Growth has zero tolerance to violence, including violence against women and any form of family violence. We will take an active role to support employees and their families by providing a workplace that promotes their safety and provides the flexibility to support employees to live free from violence.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to (*State Service Act 2000*). These can be located at State Service Management Office ([www.dpac.tas.gov.au/divisions/ssmo](http://www.dpac.tas.gov.au/divisions/ssmo))

---