

Statement of Duties

Department of Premier and Cabinet

As at 19 December 2017

Position title:	Manager Ministerial Support Unit
Position number:	002542
Award/Agreement:	Tasmanian State Service Award
Classification level:	Band 7
Division/branch/section:	Corporate and Culture
Full Time Equivalent (FTE):	1.0
Location:	Hobart
Position status:	Fixed Term, 12 Months
Ordinary hours per week:	36.75 full-time
Supervisor:	Director, Corporate and 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

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Division profile:

The Corporate and Culture Division provides support to all areas of the Department and Ministerial and Parliamentary Offices. Key areas of support are:

- financial management (inner budget and off-budget operations)
- human resource management
- information management
- asset management
- records management
- planning and business improvement
- ministerial and executive support

The Division also provides two operational services:

- ministerial transport, and
- government courier service

Issues dealt with in the office are often of a sensitive, personal and highly confidential nature.

Position objective:

The Manager, Ministerial Support Unit is responsible for the leadership of the ministerial support teams providing specialist advice and services to a broad range of stakeholders both internal to the agency and across government; delivering results that improve service delivery outcomes for government through innovative solutions; and business process improvement.

The Manager has an important role in fostering productive relationships with stakeholders including DPAC's ministerial offices and will be responsible for providing operational advice and support to the Premier's office.

Duties:

1. Provide leadership, management, development and direction to Ministerial Support Unit staff who provide a diverse range of services to the Premier's office, DPAC ministerial offices and other key Agency stakeholders.
2. In conjunction with the Director, Corporate and Culture lead the industrial relations negotiations on behalf of DPAC for the Ministerial Drivers Industrial Agreement.
3. Manage and oversee the workflow of the Ministerial Support Unit and act as the point of escalation for operational and logistical issues that affect relevant stakeholders.
4. Establish and maintain strong communication links with stakeholders to ensure the successful delivery of objectives and outcomes of operational services or projects,

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including representation in high level forums; negotiation and resolution of complex issues, and presentation of information to key stakeholders.

5. Undertake business improvement projects that support the Corporate and Ministerial and Parliamentary Services areas to achieve improved organisational performance.
6. Manage the development, review and implementation of a range of policies, practices and procedures to give effect to government and departmental objectives, including specialist advice to DPAC ministerial offices.
7. Represent the Department in forums. Liaise, consult and negotiate with suppliers, and representatives of other agencies, Ministerial and Parliamentary Support and other non-State Government organisations.

Level of responsibility:

The Manager Ministerial Support Unit is responsible for:

- Managing the operational activities of the Ministerial Support Unit, under broad direction from the Director, Corporate and Culture.
- Monitoring the corporate and ministerial support functions and taking action to ensure they are consistent with State Service and Departmental requirements.
- Accountable for managing the performance of staff involved in the delivery of ministerial support services.
- Monitoring the key objectives, outcomes and deliverables of assigned programs and complex projects, including determining measures for accountability, and instigating action to address significant variances.
- Provision of informed, authoritative, timely and accurate advice on the provision of ministerial support services.
- Accurate assessment of the political and organisational sensitivity of matters arising is crucial.
- The Manager Ministerial Support Unit will act as the Manager, Ministerial Transport, as defined in the Ministerial Drivers Industrial Agreement 2012

Reporting structure:

The Manager Ministerial Support Unit reports to the Director Corporate and Culture.

Selection criteria:

1. High level skills and experience in leading, managing and developing operational staff to effectively achieve business deliverables.
2. Demonstrated ability to develop, review and implement policies, procedures, programs and systems and deliver continuous business improvement.

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3. Highly developed interpersonal, communication, negotiation and conflict resolution skills and the ability to effectively negotiate mutually agreeable outcomes.
4. Highly developed management, leadership, organisational and project management skills and the ability to deliver outputs for multiple competing priorities within stringent timeframes.
5. High level strategic, conceptual, analytical, and research skills, including the ability to understand the political, social and organisational environment, identify relevant issues and priorities, make sound judgements and produce concise complex written documents.
6. Proven ability to work as part of a team and be adaptable and flexible in order to achieve results in an environment of change, ambiguity and pressure.

Desirable requirements:

N/A

Essential requirements:

N/A

State Service Principles:

Employees should familiarise themselves with the State Service Principles (view at thelaw.tas.gov.au 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 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.

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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.