

Statement of Duties

Department of Premier and Cabinet

As at 18 April 2024

Position title:	Administrative Support Assistant
Position number:	Generic
Award/Agreement:	Tasmanian State Service
Classification level:	General Stream Band 1
Division/branch/section:	Various
Full Time Equivalent (FTE):	
Location:	
Position status:	Fixed-Term and/or Casual Register
Ordinary hours per week:	
Supervisor:	Various

Agency/Department values:

Department of Premier and Cabinet (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.

Respect

We treat everyone with respect and kindness.

For more information about DPAC visit www.dpac.tas.gov.au

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Position objective:

To provide clerical and operational assistance to contribute to the efficient and effective management of the relevant office environment.

Duties:

Please note, subject to the duration of the fixed-term engagement, the occupant may be required to undertake all or part of the following duties:

1. Undertake clerical support duties including word processing, preparing and distributing routine correspondence and documents, financial account processing and other general administrative tasks.
2. Undertake operational tasks to allow for the smooth operation of an office environment which may include recording and distribution of daily mail, monitoring and ordering of stationary, collating documents, photocopying and taking and communicating messages.
3. Undertake general enquiries from internal/external stakeholders on a range of matters as required, including directing enquiries to staff within the relevant business unit.
4. Assist with maintaining filing, record keeping and reporting systems.
5. Assist the Manager / Supervisor and other staff as required.

Level of responsibility:

The incumbent is required to adopt a professional approach in dealing with clients and staff, in person or by telephone.

Responsible for the timely and accurate completion of assigned tasks as directed within established guidelines and practices. A high level of confidentiality is required.

Reporting structure:

Tasks are undertaken under routine supervision and guided by established policies, procedures and specific instructions. However, the nature of the work will allow for periods of limited supervision on occasions.

Selection criteria:

To apply for this position you will need to demonstrate your ability to meet the selection criteria detailed by completing the Administration Support Assistant Register Application Form.

1. Demonstrated capacity to provide effective administrative support and contribute to a professional office environment.
2. Well-developed verbal and written communication skills.

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3. A commitment and willingness to work as a member of a team, develop cooperative relationships and be flexible in the performance of allotted tasks.
4. Good computer and keyboard skills with a knowledge of Microsoft Software.
5. High standard of ethical behaviour that is consistent with the Department's values and promotes a positive workplace culture.

Desirable requirements:

N/A

State Service Principles and Code of Conduct

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.

The State Service Code of Conduct (view at thelaw.tas.gov.au website) complements the State Service Principles. It outlines the behaviours and performance expected of State Service employees, including acting appropriately in the course of their duties and maintaining the confidence of the community in the activities of the State Service.

Working environment

DPAC does not tolerate discrimination, harassment or bullying in the workplace. We have a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

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 sustaining an environment and culture that provides for the health, safety and wellbeing of all its workers, by complying with the requirements of the *Work Health and Safety Act 2012* and the *Work Health and Safety Regulations 2012*.

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Our goal is to be recognised as an exemplar with regard to work health, safety and wellbeing throughout the State Service.

Every employee at DPAC has an obligation to:

- Comply with safe work practices;
- Take reasonable care of the health and safety of themselves and others;
- Comply with any direction given by management for health and safety;
- Report all accidents and incidents in a timely manner; and
- Report all known or observed hazards.

If this position has supervisory responsibilities, additional responsibilities are to provide and maintain as far as possible:

- A safe working environment;
- Safe systems of work;
- Information, instruction, training and supervision that is reasonably necessary to ensure employees are safe from injury and risks to health; and
- A commitment to continually improve our performance through effective safety management.