

Department of State Growth

Statement of Duties

Position Title:	Business Support Officer
Position number:	425342
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream Band 4
Division/branch/section:	Business Services / Secretariat & Legal Services
Location:	Hobart
Employment status:	Flexible
Supervisor:	Manager Secretariat

Position Objective

Provide a comprehensive level of administrative coordination and support to departmental and ministerial staff in relation to matters involving the department's ministers. Working within the Secretariat, the role also provides support to executive support officers in ministers' offices to ensure quality services delivery and information flow between the department and its ministers

Major Duties

- Liaise with department and ministerial staff to guide and ensure the timely preparation of correspondence, briefings, speeches, parliamentary questions and other documents for the ministers.
- Provide high-level instruction, advice and guidance to departmental and ministerial staff regarding issues involving ministers, ministerial correspondence and other high-level government and parliamentary practices, policies and procedures.
- Quality assure documents before they are submitted to the Ministers' offices and provide guidance to departmental and ministerial staff in the preparation of documentation.
- Ensure that documents are managed and transmitted in accordance with approved information management systems and requirements.
- As required act as executive support officer in ministers' offices to ensure the efficient and timely flow of correspondence and information between the ministers and the department.
- Undertake other duties that may be required to support the Director and assist in the effective and efficient administration of the Secretariat.

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

The Business Support Officer will work primarily in the Secretariat but also in ministerial offices as required. The role reports to the Manager Secretariat.

Regular contact with departmental staff and ministerial offices is a key feature of this role. The occupant will be exposed to confidential issues and information, and will be expected to ensure confidentiality is maintained.

The occupant will need to set work priorities and be adaptable and flexible in the performance of tasks and meeting deadlines, as shifting priorities are a feature of this position. Work will be required to be performed with considerable initiative, judgement, tact and discretion. The occupant of this position will be required to respond within short timeframes to information needs and work demands from stakeholders. A strong client focus is a key attribute of the position.

Selection Criteria (Knowledge and Skills):

1. A well-developed understanding of protocols and processes related to government departments, ministerial offices, and government and parliamentary policies and procedures, or the ability to quickly acquire such knowledge.
2. Demonstrated organisational skills including the proven ability to coordinate and manage a diverse and competing workload, well developed issues management skills, with the ability to be flexible and adapt to changing situations, managing stress in an outcomes focused environment.
3. Sound liaison and interpersonal skills including the proven ability to successfully establish and maintain strong mutually beneficial working intra and inter-agency relationships, and the proven ability to work in a team-based environment that deals with highly sensitive and confidential matters.
4. Research, judgement and analytical skills used in circumstances where information may be unclear, a variety of outcomes are possible and/or recommendations must take account of established precedent procedures.
5. Good written communication skills enabling the production of documents that are clear, accurate and concise, and which are understandable to non-specialists.

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)