

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Executive Support Officer
Position Number:	528386, 528945
Classification:	General Stream Band 4
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North West – Office of the Chief Executive Hospitals North West
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	North West
Reports to:	Chief Executive Hospitals North West
Effective Date:	September 2023
Check Type:	Annulled
Check Frequency:	Pre-employment

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

Provide high-level executive, secretarial and administrative support to the Chief Executive Hospitals North West (CEHNW).

As a member of the Office of CEHNW, demonstrate a high degree of initiative and confidentiality and be the primary point of contact for the Office.

Duties:

1. Provide high-level direct executive support to the CEHNW, including managing email workflow, electronic diary management, scheduling appointments, organising meeting requirements, collation of papers, and preparing and handling highly confidential, politically sensitive, and complex documentation and enquiries.
2. Contribute to the efficient and effective workflow and sharing of information across the Department of Health, Office of the Secretary, and the Minister's Office by providing a single focal point for incoming and outgoing high-level communications and documentation for Hospitals North West.

3. Research, analyse and collate information required for background notes, briefing material, and other information for use by the CEHNW.
4. Undertake project work of an investigative nature working in partnership with key stakeholders and support the coordination of the planning processes across Hospitals North West.
5. Provide high level executive support directly to the Office of the CEHNW committees including the preparation, coordination and quality assurance of meeting papers, minute taking, action delivery and follow up, preparation of correspondence, organisation, and scheduling of face to face and online/teleconference meetings.
6. Provide a high-level reception service ensuring sensitivity and confidentiality for routine and complex issues relating to the Office of CEHNW and undertake follow up action as required.
7. Input and maintain information via the Department's electronic document tracking and reference systems, contributing to the efficient and effective workflow and sharing of information.
8. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
9. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

- Responsible to the Chief Executive Hospitals North West for the effective and efficient provision of administrative functions.
- Operates within a broad range of conditions under general supervision and general direction from the Chief Executive Hospitals North West.
- Expected to exercise a high level of initiative, discretion, and judgement in the performance of tasks.
- Responsible for maintaining a high level of political awareness and be familiar with the strategic direction and current activities and issues associated with Hospitals North West.
- Work on multiple priorities and deadlines that may result in having to work outside normal working hours.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Proven experience in providing high level, contemporary executive management support including a demonstrated ability to undertake secretariat support to committees or similar.
2. Well-developed interpersonal, written, and verbal communication, consultation, negotiation, and conflict resolution skills and have the capacity to plan, organise, set priorities, and work effectively both individually and as a member of a team in an environment subject to work pressures and change.
3. Demonstrated knowledge and understanding of project management principles with the ability to undertake research, prepare reports and submissions and assist in the planning and coordination of activities.
4. Ability to exercise initiative, judgement, sensitivity, and discretion, including the ability to interpret and analyse information and recommend or decide on appropriate action within a senior management environment.
5. Sound knowledge and experience of current management and administrative practices, and the utilisation of contemporary computer applications.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).