**Department *of* Police, Fire *and* Emergency Management**

**STATEMENT OF DUTIES**

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| Title | Information Officer |
| Position Number | 001026, 001302, 004144, 002441, 002655, 001940, 003285, 003286, 003287, 003288, 004858 |
| District | Business and Executive Services |
| Branch/Section | Information Services |
| Location | Hobart |
| Immediate Supervisor | Information Coordinator |
| Award | Tasmanian State Service Award |
| Employment Conditions | Full-time, Fixed-Term, Permanent |
| Classification | Band 3 |

# **Focus:**

Undertake specialist functions to ensure the accurate recording, processing, management, retrieval, vetting and disclosure of operational policing information, intelligence holdings and court outcome data in compliance with operational support needs, state and national legislative and policy provisions, and agreements established for the exchange of information.

# **Primary Duties:**

* Undertake various and diverse administrative tasks around the processing, management, sourcing and retrieval for access and release of operational records, intelligence holdings and other information reports.
* Receipt, validation and processing of applications, payments, operational reports and police information reports.
* Research and analysis of records and information across multiple local and national operational and corporate business systems in support of the business area.
* Responsible for identity matching, maintenance and ensuring high-level quality assurance of operational information and criminal records in support of crucial frontline services, investigations and legislative obligations.
* Assessment and application of rules around the release of information in response to multiple forms of legislation, policy and information sharing agreements.
* Requires a broad and detailed knowledge of relevant legislation, police business processes and administrative processes, technical knowledge and understanding of other agencies (DoJ).
* Maintain client relationships and provide authoritative and timely specialist advice to internal and external stakeholders, as well as members of the public with regard to the to the business activities of the area.

# **Scope of Work:**

Responsible for ensuring the application of appropriate policies, standards and practices in a complex operational environment.

May assist a supervisor to ensure less qualified or experienced staff receive instruction and guidance.

Information and records accessed and held by DPFEM may relate to content that some may find distressing – for example, information concerning offences of violence, including sexual offences, family violence and relating to children, as well as details of vehicle crashes and associated injuries. The occupant should understand that the position may at times require assessment of material of this nature and be confident in their ability to cope. Given the nature of information held at DPFEM, the occupant must also adhere to the highest standards of confidentiality.

# **Direction and Supervision:**

The occupant works as a member of a team and under the general direction of the Senior Information Officers and is expected to exercise some discretion in the prioritisation of tasks.

# **Selection Criteria:**

1. Knowledge and understanding, or the ability to acquire expertise, in operational systems, identity management and identity reconciliation practices and data cleansing activities, with the ability understand and ensure the practical application of legislation.
2. Proven self-motivation and initiative, together with well-developed organisational skills, and ability to set priorities and manage variable workloads and to contribute to improved business process changes.
3. Demonstrated research and analytical skills, as well as ability to interpret and apply legislation or policies for the collection, recording, managing and disclosure of operational information ensuring timely service provision in an emergency services environment.
4. Well-developed interpersonal, oral and written communication skills, including the ability to liaise with and provide advice to departmental staff, other agencies and external clients.
5. Demonstrated integrity to exercise initiative and discretion, and maintain confidentiality in a operational emergency services environment subject to work pressure and legislative deadlines.

# **Qualifications and Experience:**

Desirable:

Knowledge and expertise consistent with qualifications recognised at Certificate 3 and 4 or equivalent level.

**Essential Requirements:**

**Pre-Employment Checks**

The Head of the State Service has determined that a person nominated for appointment to this position is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. Any relevant serious criminal offence or repeated serious offences over any period, which are not mitigated by additional information, may provide grounds for declining an application for appointment. Such offences would include, but are not limited to:

* Arson and fire setting;
* Sexual offences;
* Dishonesty (e.g. theft, burglary, breaking and entering, fraud);
* Deception (e.g. obtaining an advantage by deception);
* Making false declarations;
* Violent crimes and crimes against the person;
* Malicious damage and destruction to property
* Trafficking of narcotic substance;
* False alarm raising.

**Code of Conduct:**

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

**Environment and Conditions:**

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000.* It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people’s career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children***.***

The working environment is largely office based, however intra-state travel may be required. During emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees 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.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

Approved

**F NOVY**MANAGER, EMPLOYMENT AND ADVISORY SERVICES  
BUSINESS AND EXECUTIVE SERVICES   
  
Date: 18 November 2022