

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Principal Consultant – Conduct and Standards
Position Number	005244, 005245
Business Unit	People & Culture
Branch / Section	Business and Executive Services
Location	Hobart
Immediate Supervisor	Manager, Conduct, Industrial and Workplace Relations
Award	Tasmanian State Service Award
Employment Conditions	Fixed-Term, Full-Time, Flexible
Classification	Band 7

Focus:

The Principal Consultant – Conduct and Standards will be responsible for actively managing a case load of conduct investigations, complex people management matters and complex enquiries, including reportable conduct matters.

The Principal Consultant – Conduct and Standards will lead and conduct assessments and undertake targeted investigations, manage matters from intake through to outcomes and will provide specialist advice to a range of stakeholders including internally within People and Culture, Manager, Director People and Culture and executive leadership on investigation and resolution strategies.

Working within a broader team of industrial and workplace relations specialists, the Principal Consultant – Conduct and Standards will contribute to the development and continual improvement of policy, guidelines, and resources to build grievance management and resolution capability across DPFEM. This role will take carriage of highly complex matters and ensure relevant timeframes are met.

Primary Duties:

- Lead the case management of complex conduct, investigations and people management matters including reportable conduct, matters referred from external bodies and alleged breaches of the Code of Conduct.
- Provide advice on strategies to manage complex investigative and conduct matters, both practical and consistent with workplace conduct policy and practice to ensure governance and compliance.
- Lead and conduct high quality preliminary inquiries, assessments, and targeted investigations, formulate recommendations to complex conduct and investigative matters and facilitate implementation of outcomes, particularly in the context of reportable conduct and misconduct.
- Provide quality, strategic, and timely advice and guidance on maintaining professional standards and dealing with and resolving complex conduct and discipline matters.
- Establish and maintain positive working relationships with key stakeholders including the broader People and Culture, union representatives, managers, employees, volunteers, external review bodies and the State Service Management Office.
- Represent the Department in external and internal forums.
- Collaboratively review, develop, implement, and maintain contemporary conduct and professional standard policy, practices, guidelines and frameworks that ensure compliance with legislation.
- Prepare and review briefs, submissions, strategies and presentations on key topics and research activities in relation to conduct, investigative and performance matters in accordance with departmental requirements.
- The incumbent may be required to undertake other duties within this level and range of responsibility which are within the employee's level of competence and skill.

Scope of Work:

The occupant of the position is responsible for:

- Working within the State Service employment framework to effectively and efficiently provide expert advice, recommendations and case management service supporting service arms of DPFEM, namely Tasmania Police, Tasmania Fire Service, State Emergency Service, Forensic Science Service Tasmania and Business and Executive Services in relation to the management of conduct and investigative matters.

- The occupant will be required to stay abreast with current best practice human resource management, Tasmania's Reportable Conduct Scheme, workplace relations legislation and contemporary practices as they will rely on their expert knowledge to provide authoritative advice.
- The role is required to work flexibly and collaboratively across the People and Culture team to meet business needs and deliver an integrated service and advice.

Direction and Supervision:

The occupant works with significant operational autonomy under the broad direction of the Manager, Conduct Industrial and Workplace Relations.

The occupant operates with considerable independence in determining priorities, and approach in implementing policies, plans, systems and procedures in a complex specialised environment; and

Work is of a highly technically complex nature or with a varied range of activities may receive instruction and/or provide innovative solutions to meet service delivery outcomes.

Selection Criteria:

1. Proven work experience in a similar role, ideally with significant experience providing specialist advice, coaching and case management services in relation to a wide range of complex people management, conduct and investigative matters.
2. Demonstrated high level oral and written communication skills including the ability to express complex information clearly, persuade stakeholders and gain support for solutions.
3. Highly developed interpersonal skills with the ability to act with empathy and demonstrate tact whilst managing sensitive issues, including skills in areas of conflict resolution, stakeholder management, and effective teamwork.
4. Demonstrated investigative, analytical, conceptual, and problem-solving skills.
5. Proven ability to work independently within a dynamic environment that is subject to work pressure, competing priorities, ambiguity, and change.

Qualifications and Experience:

Desirable:

- Successful completion of a tertiary degree in Human Resource Management, Industrial Relations, or a related discipline; or
- Previous experience in a similar role.

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

E BAKER
DIRECTOR, PEOPLE AND CULTURE
BUSINESS AND EXECUTIVE SERVICES

Date: 27 June 2024