

## Statement of Duties

# Department of Premier and Cabinet

As at 6 November 2024

---

<b>Position title:</b>	Workforce Planning Officer
<b>Position number:</b>	003068
<b>Award/Agreement:</b>	Tasmanian State Service
<b>Classification level:</b>	General Stream Band 4
<b>Division/branch/section:</b>	Service Tasmania, Service Delivery Operations
<b>Full Time Equivalent (FTE):</b>	1.0
<b>Location:</b>	Hobart
<b>Position status:</b>	Permanent
<b>Ordinary hours per week:</b>	36.75
<b>Supervisor:</b>	Workforce Planner

---

### **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](http://www.dpac.tas.gov.au)

**Division profile:**

Service Tasmania aims to deliver and develop the best possible services for its customers. Service Tasmania enables Tasmanians to obtain information and complete their business with Government (State, Local or Commonwealth) either in person (through our 27 Service Centres) over the phone (through our Contact Centre) and online (through [www.service.tas.gov.au](http://www.service.tas.gov.au)).

To support the delivery of the best possible service to its customers, all Service Tasmania staff are required to access and maintain personal and sensitive customer information. Staff also collect and reconcile Government revenue and manage customer financial data and as such are expected to display the highest levels of personal integrity and honesty in order to maintain public confidence in the services we provide.

**Position objective:**

The Workforce Planning Officer assists the Workforce Planner to coordinate the resourcing requirements to ensure a high standard of customer service delivery across multiple channels is achieved.

**Duties:**

1. Undertake rostering and scheduling of staff and monitoring of resources in a state-wide multiple channel network to enable the customer service demands to be met.
2. Act as the first point of contact for all service centre and contact centre staff to notify of any unplanned absences and coordinate relief staff and then notify the relevant supervisors/team leaders and site.
3. Maintain regular communication with staff and supervisors/team leaders within the Service Delivery section to ensure that teams are optimised to deliver services and meet service targets and KPIs.
4. Assist with data collation, trend analysis, reporting and forecasting to support longer-term resourcing needs.
5. Assist in the assignment of resourcing during major incidents and events such as emergency management response or Statewide training events.
6. Assist with the maintaining of the rostering database integrity and security of information.
7. Assist with recruitment duties and related administration.
8. Undertake other duties within this classification level and range of responsibilities which are within the employee's competence and skill level.
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.

**Level of responsibility:**

The Workforce Planning Officer is responsible for:

- Providing accurate and timely advice to staff across all service channels in the service delivery network through efficient and effective rostering and scheduling practices.
- Ensuring staff scheduling and rostering outputs are communicated appropriately to staff and their supervisors in a timely and effective manner.
- Assisting the Workforce Planner in forecasting and data analysis to ensure appropriate resourcing allocation and assist in the development of workforce planning policies and practices.

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.

**Reporting structure:**

- The Workforce Planning Officer reports to the Workforce Planner.
- The role will also receive input and advice from the Service Delivery section
- The role is required to exercise judgement and initiative in responding to resourcing and rostering requirements.

**Selection criteria:**

1. Well-developed analytical and problem-solving skills, including the ability to interpret data trends and make evidence-based recommendations to ensure appropriate resourcing across multiple channels is achieved.
2. Well-developed communication and interpersonal skills including conflict resolution, negotiation and the ability to maintain productive and professional relationships with internal and external Service Tasmania stakeholders.
3. Demonstrated organisational skills with the ability to manage multiple priorities in a complex service environment.
4. Demonstrated ability in spreadsheet and database software programs.
5. Demonstrated ability to work within a broad team environment, contributing to organisation initiatives as required.

## Statement of Duties: Workforce Planning Officer (002452)

### **Desirable requirements:**

- A current motor vehicle driver's licence.
- 12 months experience in Workforce Management and relevant software.

### **Essential requirements:**

The Head of the State Service has determined that the person nominated for this position is to satisfy a pre-employment National Criminal History Police Check before taking up the appointment, promotion or transfer. The following check is to be conducted:

Checks for criminal charges, convictions or findings of guilt for:

- Crimes involving dishonesty
- Crimes of violence
- Sex related offences
- Serious drug offences
- Traffic violations, criminal or traffic charges (but not including parking infringements).

### **State Service Principles and Code of Conduct**

Employees should familiarise themselves with the State Service Principles (view at [thelaw.tas.gov.au](http://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](http://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.

## Statement of Duties: Workforce Planning Officer (002452)

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*.

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.