

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Team Leader, Hospitality Services
Position Number	004689
Business Unit	Education and Training
Branch / Section	Academy Business Operations
Location	Rokeby
Immediate Supervisor	Business Manager
Award	Tasmanian State Service Award
Employment Conditions	Permanent, Fixed Term, Full Time, Part Time
Classification	Band 4

Focus:

Provide supervision and direction to Hospitality Services Staff, supporting and contributing to effective service delivery within Business Operations at the Tasmania Police Academy.

Primary Duties:

- Provide daily support, guidance, supervision, and task allocation to Hospitality Services staff, relative to business priorities and demands.
 - Assist with the coordination, oversight and management of functions and special events held at the Academy.
 - Actively participate in the continuous improvement and development of current systems and processes, including the implementation of new initiatives, to meet operational and service delivery requirements.
 - Assist the Business Manager with administrative and clerical support, including coordination and review of all Academy booking requirements, to ensure recruiting and in-service needs are met as a priority.
 - Performance of other related duties as per the requirements of the work area and the business
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Scope of Work:

Responsible for the satisfactory completion of tasks within agreed timeframes, that includes daily supervision and management of all Hospitality Services and Administration staff within Business Operations, contributing to the operational effectiveness of the work unit. Responsible for the appropriate use of resources and information available.

Direction and Supervision:

The incumbent receives general supervision and direction from the Business Manager regarding daily service delivery requirements. Once direction is given the incumbent works independently, using own initiative to resolve issues and to achieve outcomes in accordance with established policies, procedures, and guidelines.

Selection Criteria:

1. Demonstrated ability to provide supervision, support, and direction, in a workplace subject to work pressures and change.
2. Superior interpersonal, oral and written communication skills, with an ability to effectively liaise, negotiate, and resolve conflicts.
3. Demonstrated high-level organisational skills, with an ability to be adaptable and flexible, using initiative, and delegating and prioritising tasks, to manage a dynamic workload and fulfilling competing priorities
4. Demonstrated drive and integrity including the ability to model organisational values and behaviours while working well with a diverse range of people.
5. Knowledge of and experience in budgetary management, financial and resource planning, preferably in a hospitality working environment.
6. Well-developed clerical and keyboard skills and the ability to manage variable workflows, databases, and systems.

Qualifications and Experience:

Desirable:

Previous experience in a hospitality environment would be desirable.

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

T CRAWFORD
DIRECTOR PEOPLE AND CULTURE
BUSINESS AND EXECUTIVE SERVICES

Date: