

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Station Support Officer
Position Number	001322, 001339, 001402, 001962, 002687, 004150
Business Unit	Various
Branch / Section	Southern District
Location	Various
Immediate Supervisor	Inspector / Officer in Charge
Award	Tasmanian State Service Award
Employment Conditions	Full-time, Part-time, Permanent, Fixed Term
Classification	Band 3

Focus:

Provide an efficient and effective service to police and/or members of the public, including general enquiries, the taking of reports and managing miscellaneous, lost and found property.

Primary Duties:

- Attend to routine and complex enquiries from members of the public and other stakeholders, and provide advice as to Departmental services available.
 - Provide administrative, clerical and keyboard support and complete relevant offence, accident and information reports, statements and oversee the bail reporting book.
 - Take into custody, record and subsequently account for property recovered or confiscated by police and members of the public, including miscellaneous, lost, found and deceased persons' property.
 - Record found property, attend to associated enquiries and return items to owners where possible. Property may include firearms, drug exhibits and items of a forensic nature.
 - Arrange for the storage and disposal of property in accordance with legislation, policy and instructions and undertake inspector role under the provisions of the relevant legislation.
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- Liaise with other sections, external stakeholders, and Agencies for collection and disposal of property, as necessary and provide advice from time to time to police personnel in relation to property matters.
- Ensure all visitors to the station are appropriately authorised and correctly directed or escorted.
- Undertake general office duties including word processing, the control of office supplies and auditable books, and other administrative tasks.

Scope of Work:

Directly responsible for the completion of tasks based on established guidelines and instructions. Responsible for ensuring the application of appropriate legislation, policies, standards and practices in a complex operational environment. Responsible for the referral of the more complex or specialised matters to the Officer-in-Charge or other Police or State Service personnel for resolution.

Direction and Supervision

The Station Support Officer works in a dynamic team environment and is responsible to the Inspector/ Officer-in-Charge or delegate.

Selection Criteria

1. Proven clerical and keyboard skills together with experience in, or understanding of, stores control.
2. High-level oral and written communication skills and ability to liaise effectively with police and State Service personnel at all levels as well as to attend to public enquiries.
3. Sound knowledge of relevant legislation and policy with the ability to interpret and apply the provisions of same.
4. High-level personal attributes such as initiative, adaptability, conflict resolution and the ability to ensure confidentiality is maintained.
5. Well-developed self-management skills with the ability to co-ordinate and manage a variety of tasks within predetermined timeframes.

Qualifications and Experience

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

Essential Requirements:

A. 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 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: