

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Regional Administrative Support Officer
Position Number	001401 (North), 002612 (South), 001421 (Northwest)
Business Unit	State Emergency Service
Branch / Section	Regional Administrations
Location	Launceston, Hobart, Burnie
Immediate Supervisor	Regional Manager
Award	Tasmanian State Service Award
Employment Conditions	Full-time, Permanent, Fixed Term
Classification	Band 3

Focus:

To provide clerical and administration support to regional staff by meeting the regions business needs including maintenance of information systems, financial management and provision of information, advice, and support to both internal and external stakeholders, including SES volunteer members.

Primary Duties:

- Provide general business and administrative support to ensure the efficient and effective operation of the region. This includes liaison with internal and external stakeholders, general reception duties, answering telephone calls, responding to queries and provide information and guidance in a timely manner.
- Assist with financial management, budget preparation, monitoring and reporting of budget expenditure including extracting reports and financial information, obtaining quotes, recording, and processing of orders and invoices for goods and services.
- Document preparation for a variety of audiences and purposes adhering to organisational guidelines and process. Drafting correspondence for volunteers and other stakeholders, spreadsheet preparation, graphs, mail-outs, and electronic presentations.

- Setup, maintain and ensure the integrity of information systems including corporate applications, spreadsheets, other data stores and sources and the application of contemporary records management practices.
- Support regional operational staff with administrative aspects of volunteer management including but not limited to recruitment, uniform ordering and dispatch, procurement of supplies, wellbeing initiatives and undertake administrative and logistical work in support of volunteers, region, and projects.
- Provide secretariat support at meetings and committees including the coordination of papers, minute taking and action item reporting.

Scope of Work:

Responsible for providing administration and financial assistance while exercising discretion and initiative in carrying out assigned tasks in achieving business outcomes. Expected to contribute to the operational effectiveness of the region ensuring the application of appropriate policies, standards and practices.

Direction and Supervision:

Required to work with general supervision and direction as to priorities, from the Regional Manager but will receive broad direction from other members of the region and Office of the Director. Required to use initiative to resolve issues and or to refer to senior officers for advice or assistance.

Selection Criteria:

1. Sound knowledge of, and experience in office management practices and administrative systems and procedures.
2. Demonstrated computer literacy across the Microsoft Office, records management systems and Tech1, or a demonstrated ability to quickly acquire an understanding of in-house administrative and financial systems and processes.
3. Strong organisational skills, ability to set priorities and manage variable workloads in an environment of competing priorities.
4. Demonstrated knowledge and experience in financial and associated business process and understanding of relevant policies, procedures and legislation.
5. High-level oral and written communication and interpersonal skills, together with the ability to communicate and liaise effectively, and confidentially with all other staff, volunteers, the public, and external providers.

6. Ability to exercise initiative, judgement and flexibility and work as a member of a team subject to work pressures and change.

Qualifications and Experience:

Desirable requirement

- Knowledge and experience consistent with qualifications recognised at Certificate 3 and 4 or equivalent.

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

A GHUMAN
MANAGER, PARTNERING AND EMPLOYMENT SERVICES
BUSINESS AND EXECUTIVE SERVICES

Date: 06 February 2024