

## Consumer Building and Occupational Services

### Statement of Duties – June 2021

<b>Title</b>	Manager Rental Services
<b>Number</b>	355452
<b>Award</b>	Tasmanian State Service Award
<b>Classification</b>	Band 6
<b>Division</b>	Consumer Building and Occupational Services
<b>Output Group</b>	Consumer Services
<b>Branch</b>	Rental Services
<b>Full Time Equivalent</b>	1.0
<b>Supervisor</b>	Director
<b>Direct Reports</b>	6
<b>Location</b>	Rosny
<b>Position category and funding</b>	Permanent. Code code: T529

## The Department of Justice

### Aim

A safe, fair and just Tasmania.

### Purpose

To support the Tasmanian Government to promote the rule of law by

- ensuring an effective, efficient and accessible justice system.
- protecting and respecting rights.
- improving laws.
- influencing positive behaviour and enforcing responsibilities.

Visit the [Department of Justice website](#) for more information.

## Divisional Information

The Consumer, Building and Occupational Services (CBOS) is responsible for the regulation of the consumer, building, construction and occupational licensing sector through the promotion of education, information, compliance and enforcement services.

Visit the [website](#) for more information.

## About the position

### Objective

Support the Director by providing day to day management of the Rental Services Team inclusive of the operations of the Rental Deposit Authority [RDA] and Residential Tenancy Commissioner [RTC].

The role of the manager is to oversee the management of security deposits, to investigate disputes relating to security deposits and boarding premises and to make relevant recommendations to the Commissioner.

The position includes conducting research, analysing statistics and providing policy advice to the Director on matters affecting the operations of the RDA and RTC.

### Duties

- Responsible for the day-to-day management of the Rental Services teams' activities and associated statutory compliance including liaison with key stakeholder groups.
- Provide high level advice and support to the Director on strategic initiatives and service delivery improvements.
- Manage the delivery of high quality, timely and professional service to clients and stakeholders.
- Supervise the administration of business systems including changes to system requirements.
- In the absence of the Director discharge, in accordance with specific delegated authority, the statutory functions and responsibilities of the Residential Tenancy Commissioner.
- Undertake investigations into complex compliance matters and prepare appropriate reports and recommendations arising from investigations.
- As required perform other tasks and duties within the division.

### Level of responsibility

- The Manager, Rental Services is the principal adviser to the Director on systems, accounting and relevant compliance issues and contributes at a senior level to the achievement of organisational goals. Required to interpret and exercise discretion over existing functional policy and procedural guidelines in order to ensure that established goals and the resolution of complex problems to achieve objectives are met.
- Ensure efficient and effective management of work health, wellbeing and safety for the areas of responsibility in accordance with the WHS requirements in the *WHS Act*.
- Provide adequate instruction, information, supervision and training for your team members, depending on the nature of their work.

### Direction and supervision received

- This position operates under broad direction from the Director to achieve defined outcomes.

## Selection criteria

The following specific selection criteria must be addressed by candidates by describing their relevant personal and professional skills and abilities; qualifications, training and competencies; past achievements; and potential for development. The position objective and duties can also be used to assist in addressing the selection criteria.

1. Proven leadership skills, including the ability to achieve organisational outcomes, motivate others to achieve individual goals, and the ability to achieve performance outcomes of others in a client focussed service delivery environment.
2. Excellent communication and interpersonal skills, including the ability to secure the cooperation of stakeholders and the capacity to consult and negotiate appropriate outcomes.
3. Extensive high-level knowledge of contemporary financial management and accounting practices, particularly in a public sector financial environment.
4. Demonstrated self-management skills including the capacity to be proactive and self-starting; an ability to achieve outcomes, and to exercise judgment, initiative and flexibility in problem solving and to prioritise workloads.
5. Proven ability to undertake research, investigations and audits, including the ability to produce reports, correspondence and guidelines, together with the capacity to provide timely recommendations regarding a wide variety of marketplace issues.
6. Be able to understand and apply the requirements of the relevant WHS legislation in your areas of responsibility.

## Working environment

Employment in the State Service is governed by the *State Service Act 2000*. Both employees and officers are required to uphold and comply with the State Service Principles (Section 7) and the Code of Conduct (section 9).

Department of Justice state service employees:

- treat all users of our services with respect and courtesy;
- listen to what users of our services have to say;
- personalise services to the needs and circumstances of each user of our services where practical;
- always do what they say they are going to do, or update the appropriate people promptly if things change, offering an explanation for the change;
- respond to enquiries promptly and efficiently; and
- consult the public and users of our services about their service needs.

The minimum standard of behaviour expected of all Department of Justice employees is to:

- Consider people equally without prejudice or favour.
- Act professionally with honesty, consistency and impartiality.
- Take responsibility for situations, showing leadership and courage.
- Place the public interest over personal interest.
- Appreciate difference and welcome learning from others.
- Uphold the law, institutions of government and democratic principles.
- Communicate intentions clearly and invite teamwork and collaboration.
- Provide transparency to enable public scrutiny.
- Be fiscally responsible and focus on efficient, effective and prudent use of resources.

Further information about employee expectations is on the Department of Justice Intranet site under Statement of Intent.

The department is committed to high standards of performance in the application of contemporary management practices and principles including workplace health and safety and workplace diversity. The department recognises and uses the diversity of the community it serves. In doing this, it acknowledges the individual differences that can contribute to the capacity of a person to perform the inherent requirements of the duties.

*DoJ has a zero tolerance approach to violence\*, including any form of family violence. DoJ takes an active role in supporting employees and their families and is committed to providing a workplace that promotes safety and wellbeing of all employees.*

*\*The Department accepts the Tasmanian legal definition of violence.*

All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

All employees are responsible for participating actively and constructively in discussions regarding performance and for the implementation of agreed outcomes in accordance with the Performance Management policies and strategies of the Department.

Smoking is prohibited in State Government workplaces and vehicles.

## Requirements

### Essential requirements

- Nil

### Desirable requirements

- Diploma Compliance / Investigation or equivalent relevant qualification.
- Current Tasmanian driver's licence