

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Business Support Officer
Position Number	003522
Business Unit	Community Fire Safety Division
Branch / Section	Building Safety Unit
Location	South
Immediate Supervisor	Building Safety Support Officer
Award	Tasmanian State Service Award
Employment Conditions	Fixed-Term, Full Time
Classification	Band 3

Focus:

Provide high level comprehensive administrative and clerical support that contribute to the delivery of an efficient and effective service to the Building Safety Unit and clients and customers.

Primary Duties:

- Act as the primary point of contact for the Building Safety Unit and provide high-level client service including liaison with internal and external stakeholders, and the public on behalf of the Assistant Director and the Unit.
- Provide executive and administrative support including, but not limited to, initiation and timely preparation of correspondence and reports, referral of matters for action by appropriate staff and effective quality control of documents.
- Provide and coordinate executive support services for meetings and forums including, but not limited to, meeting communication, preparation of agendas, minute taking, maintenance of action registers and distribution of outcomes.

- Provide assistance in the processing of day to day administrative and financial activities and operations of the Unit, ensuring confidential and sensitive handling of all routine and complex enquiries.
- Undertake other administrative and project support activities as required.

Scope of Work:

- providing consistent, timely and accurate information whilst maintaining the appropriate degree of confidentiality.
- the completion of allocated tasks within agreed timeframes and the achievement of agreed outputs and outcomes; and
- ensuring all work is undertaken according to safe working practices.

Direction and Supervision:

The incumbent receives supervision and direction from the Building Safety Support Officer. The Building Safety Support Officer and other relevant Managers are available to provide guidance and support with the completion of tasks. The incumbent is expected to use leadership and experience to make judgements based on established office procedures and policies.

Selection Criteria:

1. Demonstrated ability to provide effective administrative and executive support duties with a high degree of accuracy, together with high level knowledge of office management practices and procedures.
2. High level organisational skills to enable the coordination and management of a variety of tasks with competing priorities and the planning and accurate completion of work activities within pre-determined timeframes.
3. Well-developed interpersonal, written, and verbal communication skills including the ability to effectively communicate with all levels of internal and external stakeholders.
4. Proven ability to exercise initiative, discretion and judgement in the execution of tasks and contribute effectively in a team environment.
5. High level keyboard and computer literacy skills with a thorough working knowledge of Microsoft Office applications and experience using an electronic record keeping system.
6. High standard of ethical behaviour that is consistent with the Tasmania Fire Service values and promotes a positive workplace culture.

Qualifications and Experience:

Desirable:

- A current Driver's Licence
- Certificate IV Business Administration (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

Amardeep Ghuman
MANAGER, PARTNERING AND EMPLOYMENT SERVICES
BUSINESS AND EXECUTIVE SERVICES

Date: August 2024