

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Senior Clerical Officer
Position Number	003753
Business Unit	Operations
Branch/Section	Northern Region
Location	Launceston
Immediate Supervisor	Team Leader
Award	Tasmanian State Service Award
Employment Conditions	Permanent, Full Time
Classification	Band 3

Focus:

Coordinate a small team that provides clerical and reception services support that contribute to the delivery of an efficient and effective service to Tasmania Fire Service (TFS) business units within the Northern Region and the general public.

Primary Duties:

1. Assist the Team Leader to prioritise, allocate and supervise the delivery of a broad range of clerical and reception services to TFS units in the Northern Region and the general public.
 2. Assist the Team Leader with the development of office staff through mentoring, evaluating workgroup performance in relation to assigned tasks, and providing feedback to staff.
 3. In conjunction with the Team Leader develop and review office procedures, systems and practices in conjunction with office staff and managers to maintain consistent and efficient work practices.
 4. Monitor records management system performance and address any inconsistencies.
 5. Undertake and monitor cash receipt and EFTPOS procedure performance.
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6. Provide and coordinate the delivery of effective clerical support in the Northern Region in relation to volunteer and career training programs, TFS Awards records, and the production and distribution of TFS Identification Cards.
7. Coordinate and monitor the performance of occupational health and safety related systems for the Northern Region including the collation of recommendations from operational analyses and the tracking and dissemination of the status of hazard and accident reports.
8. Collate and prepare correspondence, ministerials, reports, briefing notes, media releases, confidential and disciplinary documentation for Regional Chief North and Deputy Regional Chief North.
9. Undertake reconciliation of regional corporate credit cards for approval by Regional Chief North and Deputy Regional Chief North.
10. Provide information to the general public on fire permits, total fire bans, and other general enquiries by telephone, in person and through the distribution of brochures.
11. Provide support within Incident Management Teams which may include resourcing, logistical, clerical and administrative duties in order to ensure that minimum safety and financial protocols are met along with operational objectives.

Scope of Work:

Responsible to the Team Leader for:

- assisting with the development and mentoring of office staff (including Office Trainees);
- 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 Team Leader. The Team Leader is available to provide guidance and support with the completion of tasks. The incumbent is expected to use their leadership and experience to make judgements based on established office procedures and policies.

Selection Criteria

- Well developed ability to provide effective clerical support with well developed word processing, spreadsheet preparation and data entry skills.
- Ability to take a leadership role with prioritising and allocating work for a team, and coaching, mentoring and providing feedback on staff performance.
- Proven ability to review, develop and evaluate procedures and practices.
- Well developed written and verbal communication skills including the ability to liaise with a diverse range of internal and external customers utilising effective telephone and customer service skills.
- Demonstrated ability to exercise initiative, judgement, discretion and sensitivity in a workplace subject to work pressures and changes.
- Sound organisational skills as well as the ability to be adaptable and flexible with managing variable workloads and prioritising work in order to meet deadlines.

Qualifications and Experience

Certificate III or IV in Business or equivalent qualification or progress towards attaining this qualification

Knowledge of Microsoft Office applications a distinct advantage

A current Driver's Licence

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.

The working environment is largely office based, however intra-state travel may be required. During the 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

Donna Adams
DEPUTY SECRETARY
BUSINESS AND EXECUTIVE SERVICES

Date: July 2017