

Office of the Ombudsman and Health Complaints Commissioner

Statement of Duties

Title	Business Services Coordinator
Number	356882
Award	Tasmanian State Service Award
Classification	General Stream Band 4
Agency	Office of the Ombudsman and Health Complaints Commissioner
Supervisor	Business Manager
Direct Reports	Nil
Location	Hobart
Terms of Employment	Permanent, full time. Some interstate and intrastate travel may be required.

The role

The position contributes to the efficient and effective management and coordination of the business and administrative services to the Office of the Ombudsman and Health Complaints Commissioner to ensure the Office meets and reports on its core business requirements.

Major Duties

1. Assist with the management and oversight of the administrative support functions to the Office, including the management of a small team of reception/administrative staff.
2. Responsible for the system administration of the Office's
 - record management system (Content Manager) and provide training to staff on all matters regarding records management.
 - case management system (Resolve) including the production of statistical reports for internal and external purposes.
3. Coordinate the archive and disposal function in accordance with the Government recordkeeping standards, the Office's standard operating procedures and the *Archives Act 1983*, as well as the periodic auditing of and reporting on the Office's record-keeping compliance.
4. Undertake clerical and administrative tasks that includes the
 - Processing of financial transactions, procurement of supplies in accordance with

- Government financial policies and procedures and assist with monitoring the budget.
 - Assisting with the recruitment and induction of new staff
 - Maintain the Office's website and intranet and be the first point of contact for ICT support.
 - Assist in the coordination of property maintenance, vehicle fleet and parking arrangements.
 - Maintenance of administrative procedural manuals
5. Provide assistance and support to the Ombudsman and Business Manager as required.

Scope of Work and Responsibility

- The Business Services Coordinator has responsibility for the provision of high-level administrative support to achieve objectives set by the Business Manager.
- The incumbent is expected to work under general direction from the Ombudsman and the Business Manager, and to operate with a significant degree of independence and autonomy in day-to-day activities.

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 objectives and duties can also be used to assist in addressing the selection criteria.

1. Knowledge and experience in government records management and disposal systems and procedures, or the ability to quickly acquire such knowledge.
2. High level administrative and clerical experience that includes knowledge of basic financial management and recruiting processes.
3. High level computer literacy skills with a good understanding of Microsoft Office and experience in using databases, including in a system administrator capacity, with ability to adapt to new technology and procedures as required, and to train and support users in these systems.
4. Well-developed communication and interpersonal skills, including proven ability to secure the cooperation of stakeholders and the capacity to consult and negotiate appropriate outcomes.
5. Demonstrated organisational skills, including the ability to organise, set priorities and operate effectively within timeframes.

Requirements

Essential requirements

Nil.

Desirable requirements

- Relevant tertiary qualifications.
- Working with Vulnerable People Registration

Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. The following checks are to be conducted:

1. Pre-employment checks
 - Arson and fire setting
 - Violent crimes and crimes against the person
 - Sex-related offences
 - Drug and alcohol related offences
 - Crimes involving dishonesty
 - Crimes involving deception
 - Making false declarations
 - Malicious damage and destruction to property
 - Serious traffic offences
 - Crimes against public order or relating to the Administration of Law and Justice
 - Crimes against Executive or the Legislative Power
 - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
3. Identification check.

Information about the Ombudsman and Health Complaints Commissioner

The Ombudsman is an independent officer appointed under the Ombudsman Act 1978 and answerable to the Parliament. Under the Act, the Ombudsman investigates and resolves complaints related to the administrative actions of State and local government and public authorities; and works in partnership with those bodies to achieve optimum standards of equity and fairness in public administration.

The Ombudsman also holds appointment as the Health Complaints Commissioner under the Health Complaints Act 1995, and investigates complaints under that Act.

Additional statutory functions fall to the Ombudsman under legislation other than the Ombudsman Act. These include the receipt of complaints under the Energy Ombudsman Act 1998, undertaking reviews under the Right to Information Act 2009 and the Personal Information Protection Act 2004, and a range of functions under the Public Interest Disclosures Act 2002. The Office of the Ombudsman is currently divided into six principal sections: Ombudsman, Right to Information, Health Complaints Commissioner, Energy Ombudsman, Office of the Custodial Inspector Tasmania and Official Visitors Program Tasmania. For more information about the Office of the Ombudsman visit www.ombudsman.tas.gov.au.

Employees of the Office are employed by the Department of Justice under the State Service Act 2000.

Working environment

Employees are required to uphold and comply with the State Service Principles and the Code of Conduct.

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.

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.

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.