

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Clerical Support Officer
Position Number	Various
Business Unit	Statewide Services
Branch / Section	Firearms Services
Location	Hobart
Immediate Supervisor	Inspector/Manager, Firearms Services
Award	Tasmanian State Service Award
Employment Conditions	Full Time, Part Time, Permanent
Classification	Band 2

Focus:

Contribute to the operational effectiveness of the work unit in Firearms Services by ensuring the clerical, administrative and data entry processes are timely and accurate.

Primary Duties:

- Provide accurate and timely administrative, clerical and keyboard support in achieving divisional benchmarks and in support of operational police.
 - Input, retrieve and report on data used in the processing of Infringements, Offence Reports, Firearms Licences, prevention orders, forensic sample retention notifications and other police information reports, including those receipted through the Family Violence and Crime Stoppers lines.
 - Attend to enquiries in person, by telephone or radio and from internal and external stakeholders in relation to information recorded and services provided.
 - Participate in quality improvement activities and contribute to the identification of opportunities for systems of work improvements.
 - Assist in the collection and collation of statistical data.
-

Scope of Work:

Responsible for the satisfactory completion of tasks and for contributing to the operational effectiveness of the work unit. Responsible for the appropriate use of resources/ information accessed in the course of duties and for dealing efficiently and effectively with customer service enquiries.

Direction and Supervision:

Works in a dynamic team environment with routine supervision and task allocation by the relevant Supervisor (or Team Leader).

Selection Criteria:

1. Demonstrated ability to enter and retrieve data in a timely and accurate manner.
2. Proven clerical experience with the ability to work within the parameters of Department policy and specific operational guidelines.
3. Good interpersonal and communication skills (oral and written) with the ability to deal with sensitive customer enquiries.
4. Demonstrated ability to set priorities and work with flexibility, speed and accuracy, often with externally imposed deadlines.
5. Knowledge and understanding of confidentiality obligations.

Qualifications and Experience

Desirable:

Knowledge and expertise consistent with qualifications recognised at Certificate 3 or equivalent level.

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: 25 October 2025