

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Support Officer – House Services
Position Number:	503575
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North/North West – Launceston General Hospital
Position Type:	Permanent, Full Time
Location:	North
Reports to:	Manager – House Services
Effective Date:	June 2022
Check Type:	Annulled
Check Frequency:	Pre-employment

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

Provide a high level of administrative, clerical and functional support to the Manager, the Management Team and areas under the Departments jurisdiction.

Operate and maintain business support systems for the House Services Department, whilst assisting with various House Service functions.

Duties:

1. Provide comprehensive and professional reception, clerical and computer-based administration support to the Manager and the House Services team.
2. Perform wide ranging clerical and administrative duties and use initiative in implementing strategies and resources in dealing with enquiries to House Services in an ever-changing environment. Undertake specialised clerical activities including processing invoices and managing Nelumie staff accommodation (lease agreements, maintenance requests and liaison) and routine clerical activities, including delivering customer service, information and document management tasks, accounts and procurement tasks, maintaining systems, and supporting the implementation of policies and procedures to be performed with attention to detail and utilising effective time management skills.
3. Contribute to a culture of high performance and teamwork within the business unit by adopting a collaborative, consultative and cooperative approach, fostering productive working relationships with colleagues and customers to support the achievement of positive results.
4. Maintain information systems to support effective management of the House Services Department.
5. Respond to House Service enquiries, both internally and externally, and advise internal and external stakeholders of processes relating to accommodation, access, linen services, cleaning and waste management to ensure the smooth running of the House Services Department.
6. Coordinate and administer the hospital's staff accommodation properties including booking enquiries, access, maintenance, risk management checks and documentation for bookings and invoicing.
7. The incumbent 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.

Key Accountabilities and Responsibilities:

The role exercises independent judgement in the operationalising of practices, procedures and standards relevant to House Services. It is responsible for maintaining quality control within the Department. It displays initiative to resolve issues and satisfy customer and stakeholder requirements. The occupant will:

- Work under general instruction and utilises well developed interpersonal, communication and organisational skills.
- Guide and support customers and colleagues in relation to standard operational procedures and business processes, relating to House Services key areas of Property, Waste, Cleaning, Linen, access, Car Parking, and Accommodation.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participate in and contribute to the Organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

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

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Proven experience in, and an understanding of, the provision of administrative and clerical support in a demanding environment with the proven capacity to work effectively under pressure and meet identified timelines in undertaking a wide range of administrative duties.
2. Experience in a variety of business software packages, including Microsoft Office.
3. Sound knowledge of basic accounting/financial procedures and skills and experience in procurement of goods and services.
4. High level organisational skills with the ability to follow procedures and to complete tasks accurately while exercising initiative, judgement, sensitivity and discretion together with the ability to troubleshoot and investigate issues and anomalies and proactively contribute to resolution and improvement activities.
5. High level interpersonal, written and verbal skills, with the ability to communicate effectively with external and internal stakeholders. Ability to work successfully and cohesively as part of a team.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).