

## Statement of Duties

# Department of Premier and Cabinet

As at 15 April 2024

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<b>Position title:</b>	Client Manager - TCF
<b>Position number:</b>	005004
<b>Award/Agreement:</b>	Tasmanian State Service Award
<b>Classification level:</b>	General Stream Band 5
<b>Division/branch/section:</b>	Community Partnerships and Priorities Tasmanian Community Fund
<b>Full Time Equivalent (FTE):</b>	1.0 (0.6-0.8 FTE negotiable)
<b>Location:</b>	Hobart
<b>Position status:</b>	Fixed-Term
<b>Ordinary hours per week:</b>	36.75 (22.05-29.4 negotiable)
<b>Supervisor:</b>	Manager – Tasmanian Community Fund

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### Agency/Department values:

Department of Premier and Cabinet (DPAC) values underpin our culture and guide our decision making and behaviour. Our values are:

#### **Excellence**

We strive for excellence at all times.

#### **Customer-focused**

Our customers are at the centre of what we do and how we do it.

#### **Working together**

We support and respect one another and work with others to achieve results.

#### **Being professional**

We act with integrity and are accountable and transparent.

#### **Respect**

We treat everyone with respect and kindness.

For more information about DPAC visit [www.dpac.tas.gov.au](http://www.dpac.tas.gov.au)

**Division profile:**

Corporate and Government Services (CGS) is a Division of the Department of Premier and Cabinet (DPAC) with a strong focus on service delivery. CGS is an alignment of DPAC's core government services and incorporates Digital Strategy and Services (DSS), Service Tasmania, Corporate Services, Human Resources and Community Grants (includes the Tasmanian Community Fund). CSG collaborates within and outside of the agency to ensure that our customers and community receive the best possible level of service.

The Tasmanian Community Fund (TCF) was established in 1999 to provide grants to not-for-profit organisations. The fund arose from the sale of the Trust Bank. The TCF is managed by an independent Board.

The TCF invests in and strengthens the community by providing grants for a diverse range of community led projects. Since 2000 the TCF has provided more than \$135 million to more than 3,150 projects across Tasmania.

The TCF Board provides day-to-day direction to TCF staff. The *Tasmanian Community Fund Act 2005* does not allow the TCF Board to directly employ staff. Therefore, TCF staff are employed through a State Government Department.

**Position objective:**

As a member of the Tasmanian Community Fund team, the Client Manager is responsible for supporting the successful implementation of Tasmanian Community Fund supported projects and for supporting the implementation of TCF Board objectives, policy, priorities and funding initiatives as required.

**Duties:**

1. Provide high-level client and stakeholder management services to effectively represent the TCF as required.
2. Support the instigation, implementation and undertake monitoring of TCF projects.
3. Prepare discussion papers, reports and recommendations to meet TCF priorities.
4. Provide support and client management services to assist best practice grants administration and contribute to internal evaluation of TCF programs and initiatives.
5. Provide accurate, timely and well researched contributions to high-level documentation as required.
6. Participate in the TCF team and represent the TCF at public forums and events as required.
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.

**Level of responsibility:**

- The Client Manager is expected to set work priorities and exercise initiative and judgement to effectively achieve tasks in a team environment. Meeting deadlines and

## Statement of Duties: Client Manager - TCF

revising priorities, along with exercising a high level of discretion and initiative, are frequent features of this position.

- The position involves regular liaison with external and internal clients and stakeholders of the TCF, along with the provision of high-level advice. The occupant will work closely with other team members as required.

### **Reporting structure:**

The Client Manager reports to the Manager – Tasmanian Community Fund and is expected to operate under general supervision within established frameworks, policies and procedures to meet organisational outcomes.

### **Selection criteria:**

1. Demonstrated knowledge and understanding of the not-for-profit sector in Tasmania, including awareness of current state and national issues and trends, together with the ability to research and provide sound advice on issues, policies and projects.
2. Highly developed communication skills, including the capacity to communicate with accuracy and succinctness both verbally and in writing, along with the ability to present a case in support of recommendations.
3. Highly developed interpersonal skills, including the proven capacity to liaise, establish and maintain professional, collaborative relationships with a broad range of internal and external stakeholders, negotiate appropriate outcomes and resolve conflict effectively.
4. Sound project management ability along with a demonstrated ability to problem solve, including exercising sound judgement to achieve desired outcomes.
5. Sound knowledge, understanding and experience of contemporary grant management practices or demonstrated ability to acquire.
6. Demonstrated ability to work collaboratively in a team to manage and coordinate a variety of tasks simultaneously, including the planning and completion of work activities within pre-determined timeframes.

### **Desirable requirements:**

- Relevant tertiary or industry recognised qualifications and affiliations.
- A Current Driver's Licence.

### **Essential requirements:**

Nil

### **State Service Principles and Code of Conduct**

Employees should familiarise themselves with the State Service Principles (view at [thelaw.tas.gov.au](http://thelaw.tas.gov.au) website) and must work to ensure the Principles are embedded into the culture of the Agency and that the Principles are applied to all Agency decision making and activities.

## Statement of Duties: Client Manager - TCF

The State Service Code of Conduct (view at [thelaw.tas.gov.au](http://thelaw.tas.gov.au) website) complements the State Service Principles. It outlines the behaviours and performance expected of State Service employees, including acting appropriately in the course of their duties and maintaining the confidence of the community in the activities of the State Service.

### **Working environment**

DPAC does not tolerate discrimination, harassment or bullying in the workplace. We have a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

The Department is committed to having a diverse and inclusive workforce where all employees feel welcomed, safe and supported. Our employees are diverse in gender, languages, ethnicity, cultural background, age, sexual orientation, and religious beliefs. They also are diverse in their skills and qualifications, where they live and work, their life and work experiences, personality, abilities, family and caring responsibilities, and their experience of disability. The Department values the unique experiences, knowledge, and skills that our employees bring to their work.

There are a range of flexible work options available to support employees to achieve work/life balance, and workplace adjustments are available to accommodate individuals' needs in the workplace.

### **Workplace health and safety:**

The Department is committed to sustaining an environment and culture that provides for the health, safety and wellbeing of all its workers, by complying with the requirements of the *Work Health and Safety Act 2012* and the *Work Health and Safety Regulations 2012*.

Our goal is to be recognised as an exemplar with regard to work health, safety and wellbeing throughout the State Service.

Every employee at DPAC has an obligation to:

- Comply with safe work practices;
- Take reasonable care of the health and safety of themselves and others;
- Comply with any direction given by management for health and safety;
- Report all accidents and incidents in a timely manner; and
- Report all known or observed hazards.

If this position has supervisory responsibilities, additional responsibilities are to provide and maintain as far as possible:

- A safe working environment;
- Safe systems of work;

## Statement of Duties: Client Manager - TCF

- Information, instruction, training and supervision that is reasonably necessary to ensure employees are safe from injury and risks to health; and
- A commitment to continually improve our performance through effective safety management.