Department of Natural Resources and Environment Tasmania

**Statement of Duties**

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| **Position title**  | Administrative Officer |
| Position number | 707776 |
| Division/Business Unit/Branch | Parks and Wildlife Service / Operations / Property Services |
| Award/Agreement | Tasmanian State Service Award |
| Classification | General Stream, Band 3 |
| Position Status | Permanent |
| Full Time Equivalent (FTE)  | 1.0 FTE (minimum 0.80 FTE, by negotiation) |
| Ordinary hours per week  | 36.75 hours (minimum 29.40 hours, by negotiation) |
| Location | Hobart  |
| Reports to  | Unit Manager (Operations) |

**Position Purpose**

The purpose of the role is to assist with the day-to-day administrative duties of Property Services to ensure timely and effective coordination of enquiries, records information, financial reporting and related administrative activities in support of Branch administrative requirements.

**Major Duties**

* Provide administrative and clerical support to the Branch including preparation of documents, reports and correspondence.
* Administrative duties including being the first point of contact for stakeholders, managing telephone, email correspondence, and completion of routine office tasks (including daily mail) as required.
* Undertake research and investigation about a diverse range of Crown property issues to provide accurate advice and information to stakeholders or filter or redirect enquiries as appropriate.
* Perform financial management tasks including processing of debtor and creditor invoices.
* Maintain appropriate systems of record keeping (MyDAS) ensuring compliance with Departmental policy and procedures
* Perform any other assigned duties at the classification level that are within the employee’s competence and training.

**Responsibility, Decision Making and Direction**

The occupant of the position is responsible for:

* maintaining practices, methods and standards and their modification as appropriate to provide satisfactory solutions for complex operational issues;
* maintaining quality control of outcomes;
* assisting a supervisor to ensure less qualified or experienced staff receive appropriate instruction, guidance and performance feedback; and
* a safe working environment by complying with relevant Work Health and Safety (WHS) legislation, codes of practice and policies, procedures and guidelines issued under the Department’s WHS Management System.

The decision making and direction in relation to the role are that:

* general instructions are provided other than for more complex and unusual requirements which do not have clear guidelines or precedents;
* the occupant exercises independent judgment in the practices, methods and standards to be applied, and the planning and timing required to complete complex, diverse tasks; and
* creativity and initiative are required to provide options, recommendations and solutions to satisfy non-standard requirements and satisfy client and stakeholder requirements.

**Knowledge, Skills and Experience (Selection Criteria)**

1. Knowledge and expertise in office practices, and procedures with a demonstrated ability to plan, organise and coordinate a range of administrative tasks, or the capacity to acquire the knowledge and expertise required.
2. Proven capacity to effectively use common desktop computer packages and property information databases such as Land Information System Tasmania (LIST).
3. The ability to provide effective instruction, guidance and feedback to less experienced staff.
4. Well-developed interpersonal and communication skills with the ability to explain operational procedures and provide information to, and liaise with, clients, stakeholders and members of the public.
5. The ability to exercise independent judgment in the practices, methods and standards to be applied and the planning and timing required to complete complex, diverse tasks; together with the ability to be creative and show initiative to provide options, recommendations and solutions to satisfy non-standard requirements.
6. Good organisational skills to enable the coordination and management of a variety of tasks at the same time and the planning and accurate completion of tasks within pre-determined time frames.

**Position Requirements**

**Desirable Qualifications and Requirements**

* A current motor vehicle driver licence.
* A Diploma or Certificate IV in Office or Business Administration or equivalent or satisfactory progress towards qualification.

**About Us**

**The Department of Natural Resources and Environment Tasmania (NRE Tas)** is responsible for the sustainable management and protection of Tasmania’s natural and cultural assets for the benefit of Tasmanian communities and the economy. The Department’s activities guide and support the use and management of Tasmania’s land and water resources and protect its natural and cultural environment. The Department is also responsible for delivering the services that support primary industry development and the protection of the State’s relative disease and pest-free status.

Under Tasmania’s emergency management arrangements NRE Tas is the management authority (lead agency) for various aspects of the management of biosecurity emergencies (includes exotic animal, plant and marine disease and pest emergencies), fire in national parks and other reserves, and sea inundation from storm surge. In regard to those types of emergency prevention, preparedness and response activities are core business of this agency and potentially may involve all staff in some way.

The Department’s website at [www.nre.tas.gov.au](http://www.nre.tas.gov.au) provides more information.

**Working Environment**

# Employees work within an environment that supports safe work practices, diversity and equity with employment opportunities and ongoing learning and development. We are committed to valuing and respecting each other as colleagues and peers. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We do not tolerate discrimination, harassment or bullying in the workplace.

# NRE Tas has 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.

# There is a strong emphasis on building leadership capacity throughout NRE Tas.

# The expected behaviours and performance of the Department’s employees and managers are enshrined in the *State Service Act 2000* through the State Service Principles and Code of Conduct. These can be located at [www.dpac.tas.gov.au/divisions/ssmo](http://www.dpac.tas.gov.au/divisions/ssmo).