

## Tasmanian Civil & Administrative Tribunal

# Administrative Support Officer – Statement of Duties

### Objective

Provide reception facility and general administrative, clerical and operational support to the, Personal Compensation Stream, Anti-Discrimination Stream and Health Practitioners Stream of the General Division of Tasmanian Civil and Administrative Tribunal, in particular the conciliation service.

### Duties

- Provide telephone and reception facilities of a high quality ensuring sensitive and confidential handling of enquiries, including liaison with all Tribunal stakeholders as a first point of contact.
- Act as clerical assistant to the Registrar and Senior Executive Officer in all aspects of the management of references under the *Workers Rehabilitation and Compensation Act 1988*, *Anti-Discrimination Act 1998*, *Motor Accidents (Liabilities and Compensation Act) 1973*, *Health Practitioners Tribunal Act 2010* and *Asbestos-Related Diseases (Occupational Exposure) Compensation Act 2011*.
- Manage the listing of conciliation conferences for the Registrar and/or Senior Executive Officer.
- Carry out follow up inquiries in respect of references during the conciliation process as directed by the Registrar or Senior Executive Officer.
- Manage the diary of the Registrar and/or Senior Executive Officer and arrange the listing of matters.
- Prepare Tribunal documentation and correspondence including decisions and orders of the Deputy President and Senior Member. Prepare notices, subpoenas and any other documentation as required.
- Act as a point of contact in relation to matters during the conciliation process.
- Assist with the updating of databases; undertake data entry; assist in the development of statistics, and undertake statistical research as required.
- Provide administrative support in other areas of the Tribunal as required.
- Act as relief Court Clerk attending Tribunal Hearings throughout Tasmania, set up hearing rooms, co-ordinate attendance of parties, record proceedings and maintain and mark exhibits including calling and swearing in witnesses.

## **Level of responsibility**

- Responsible for ensuring the accurate completion of administrative, clerical and operational tasks within expected or agreed timeframes.
- Expected to carry out assigned tasks under routine supervision of the officer assigning the work.
- Conduct your work in a safe manner such that it does not put yourself or others at risk.
- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.
- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

## **Direction and supervision received**

- Expected to carry out assigned tasks with routine supervision of the Registrar.

## **Selection criteria**

1. Knowledge and understanding of the role of the Personal Compensation Stream, Anti-Discrimination Stream and Health Practitioners Stream of the General Division of the Tasmanian Civil and Administrative Tribunal together with a basic knowledge of the structure of legislation, or the aptitude to acquire that knowledge and understanding.
2. Knowledge and experience in office management practices and procedures, filing, computerised information storage retrieval, meeting and appointment coordination.
3. Audio-typing and keyboard skills with a high level of accuracy and the ability to use computer-based equipment including software such as the Microsoft Office Suite, databases, and electronic mail.
4. Clerical experience relevant to the nature of the duties including a sound proficiency in mail handling, document production and document collation.
5. Good oral and written communication skills including the ability to deal with issues of a sensitive and confidential nature involving the public and/or members of the legal profession.
6. Personal qualities of initiative, judgement and flexibility. Well-developed organisation skills including the ability to set priorities, manage variable workloads through either working independently or as a team member.

## **Essential requirements**

- Nil

## **Desirable requirements**

- Experience with personal compensation matters and Tribunal or Court procedures.

## **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.**

## Position Summary

<b>Title</b>	Administrative Support Officer
<b>Number</b>	354900
<b>Award</b>	Tasmanian State Service Award
<b>Classification</b>	General Stream Band 2
<b>Division</b>	Justice and Reform
<b>Full Time Equivalent</b>	1.0
<b>Output Group</b>	Tasmanian Civil & Administrative Tribunal
<b>Branch</b>	Personal Compensation Registry
<b>Supervisor</b>	Registrar
<b>Direct Reports</b>	Nil
<b>Location</b>	Hobart
<b>Position category and funding</b>	A247