

Statement of duties

Position Title	Administrative Support Officer
Position Number	Generic
Division/Branch/Section	Tenancy Services
Award/Agreement	Health and Human Services (Tasmanian State Service)
Classification	General Stream Band 2
Position Status*	Permanent
Position Type*	Full-time
Location	South/North/North West
Reports to	Team Leader
Check Type	Annulled
Check Frequency	Pre-employment

** The above details in relation to Position Status and Position Type may be different when this position is advertised – please refer to the advertisement for vacancy details.*

About Us

Homes Tasmania is established under the *Homes Tasmania Act 2022* and commenced on 1 December 2022

Homes Tasmania is building homes and creating opportunities for Tasmanians by delivering the Government's 10-year, \$1.5 billion plan to provide 10 000 new social and affordable homes by 2032.

We work with government, industry, the private sector, and the social housing and homelessness sector to improve the housing market and provide more housing opportunities for people in need.

Through the work of Homes Tasmania, Tasmanians will benefit from a resilient and diverse housing market that allows them to continue to improve their housing situation and the opportunities that better housing makes possible.

Our Purpose

The purpose of Homes Tasmania is to provide housing and housing assistance to eligible Tasmanians and to strategically manage and develop housing across Tasmania, giving consideration to the requirements of the complete housing continuum and to best meet the needs of all Tasmanians, both now and into the future.

Our Board

Homes Tasmania is governed by a skills-based Board, appointed by the Minister for Housing. The Board is established under the *Homes Tasmania Act 2022*.

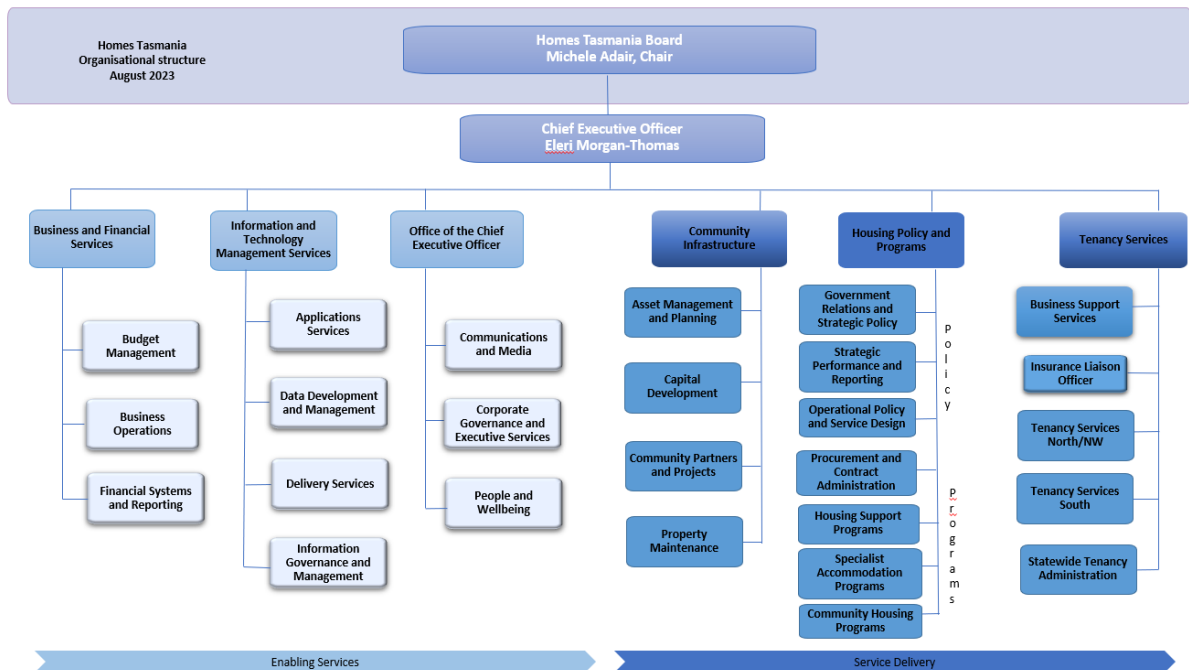
The Board oversees how Homes Tasmania exercises its functions and powers, to ensure it meets the requirements of the *Homes Tasmania Act 2022* including the Ministerial Statement of Expectations.

Our Organisation

Tenancy Services

Tenancy Services provides tenancy management services for Tasmania’s public housing which is around half of all social housing stock in the state. This includes:

- allocations
- lease sign ups and renewals
- rent management
- property inspections
- tenancy issues including tenancy interview to help sustain tenancies.



Primary Purpose

Perform a range of duties including reception, administrative, clerical and customer support services for staff and clients, to ensure the efficient and effective delivery of tenancy services.

Primary Duties

1. Liaise in the first instance with clients, staff, and members of the public and deal with a diverse range of enquires relating to the efficient management of housing stock and Tenancy Services tenancies.
2. Collate information related to Tenancy Services matters for presentation to stakeholders under Tenancy Services delegation structure.
3. Perform administrative and clerical duties necessary for the efficient and effective delivery of Tenancy Services, including specific housing procedures.
4. Prepare, collate, process, verify, audit, and accurately input data, contributing to the operation and maintenance of effective records and data systems.
5. Prepare reports and correspondence related to client and management matters.
6. Assist in the orientation of new staff as and when required.
7. Actively participate in and contribute to Homes Tasmania's commitment to being a healthy, safe, inclusive and wellbeing focused organisation
8. 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, Direction and Supervision

- The Administrative Support Officer will work across various Zones or Areas, either as an individual or member of a team, to provide and maintain effective, efficient client and clerical support for the delivery of quality tenancy services.
- Work is carried out under routine supervision and clerical direction from a Team Leader, Tenancy Services.
- The incumbent will ensure that all work undertaken is aligned with and upholds Homes Tasmania's values including a commitment to participate in building an inclusive workplace and workforce.

Essential Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal

convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

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
 - e) serious traffic offences (*if Driver's Licence is an essential requirement*)
- 2 Identification check
- 3 Disciplinary action in previous employment check.

Desirable Requirements

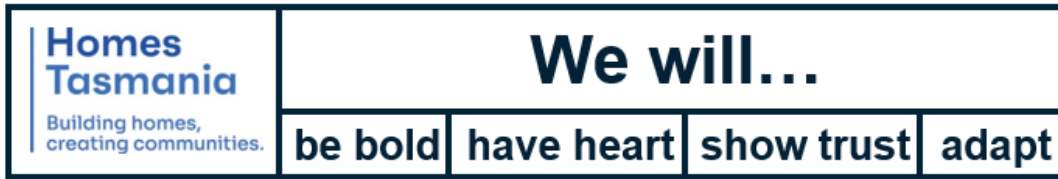
- Current Driver's Licence.
- Working towards or successful completion of qualifications relevant to the job.

Selection Criteria

1. Ability to liaise and communicate effectively with clients, some of whom may have challenging behaviours, on a range of matters relating to Tenancy Services issues.
2. Good interpersonal skills with the ability to adequately determine client needs with a strong focus on client service.
3. Ability to work effectively either individually or as a member of a team, in an environment subject to work pressure and change, to complete tasks with accuracy and within set deadlines.
4. Good written communication skills with a high level of keyboard and computing skills.
5. A good working knowledge of Tenancy Services, housing issues or the ability to acquire that knowledge.

Values and Behaviours

We are a values-based organisation. Our aim is to attract, recruit and retain people who uphold our values and are committed to building a strong values-based culture. Our values and behaviours reflect what we consider to be important.



State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Chief Executive Officer. The relevant manager can provide details to the occupant of delegations applicable to this position. Homes Tasmania has a zero tolerance in relation to fraud and in exercising any delegations attached to this role, the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities.

Records and Confidentiality: Officers and employees of Homes Tasmania are responsible and accountable for making and maintaining proper records, including using relevant information management systems. Confidentiality must be always maintained and information must not be accessed or destroyed without proper authority.

Smoke-free: Homes Tasmania is a smoke-free work environment. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.