

# Department of Police, Fire and Emergency Management

## STATEMENT OF DUTIES




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Title	Team Leader
Position Number	002836, 002837
Business Unit	Northern and Western Districts
Branch/Section	Prosecution Services
Location	Launceston, Devonport
Immediate Supervisor	Officer-in-Charge
Award	Tasmanian State Service Award
Employment Conditions	Full-time, Part-time, Permanent, Fixed-term
Classification	Band 4

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### Focus:

Provide leadership and direction in relation to clerical and disclosure services that support and contribute to the delivery of an efficient and effective service to Prosecution Services. Responsible for day-to-day coordination of tasks and supervision, including training of State Service employees, quality assurance and customer service.

### Primary Duties:

- Prioritise, allocate and supervise the delivery of a broad range of clerical, administrative and disclosure services within the Prosecution team, in order to provide efficient and effective services to managerial, operational, support staff and the public.
  - Provide advice to the Officer-in-Charge regarding administrative business practices, to enhance service delivery.
  - Oversee and assist staff in the day-to-day processing of police/court files.
  - Deal with complex enquiries from members of the public, officers of the courts, the legal fraternity and DPFEM employees.
  - Provide staff training in established administrative processes and procedures.
  - Undertake File Disclosure duties.
  - Evaluate and undertake quality control procedures and report outcomes.
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## **Scope of Work:**

Responsible for ensuring the application of appropriate policies, standards and practices in a complex operational environment. Ensure that allocated tasks, outputs and outcomes are completed within agreed timeframes. Assist the Officer-in-Charge by ensuring less qualified or experienced staff receive instruction, guidance, and performance feedback.

## **Direction and Supervision:**

Receives general direction and guidance from the Officer-in-Charge.

The Team Leader is responsible for the day-to-day work allocation and supervision of the Clerical and Disclosure staff members.

## **Selection Criteria:**

1. Ability to supervise staff and ensure that confidentiality is maintained in an environment subject to work pressure and court imposed deadlines.
2. Highly developed interpersonal, oral and written communication skills, conflict resolution and negotiation skills, including the ability to liaise with departmental staff, other jurisdictions and external clients, particularly in handling sensitive matters in a diplomatic and professional manner.
3. A high level of self-motivation and initiative together with well-developed organisational skills and an ability to set priorities for others; instruct, guide and mentor less experienced staff; and make decisions on operational performance and activities.
4. Sound knowledge of, and experience in, office management practices and procedures, and in the application of policies, rules and regulations to guidelines, systems and processes.
5. High-level keyboard, data entry and word processing skills, including a knowledge of desktop applications.

## **Qualifications and Experience:**

### **Desirable:**

Certificate IV in Business or equivalent qualification, or progress towards attaining this qualification.

## **Essential Requirements:**

### **Pre-Employment Checks**

The Head of the State Service has determined that a person nominated for appointment to this position is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. Any relevant serious criminal

offence or repeated serious offences over any period, which are not mitigated by additional information, may provide grounds for declining an application for appointment. Such offences would include, but are not limited to:

- Arson and fire setting;
- Sexual offences;
- Dishonesty (e.g. theft, burglary, breaking and entering, fraud);
- Deception (e.g. obtaining an advantage by deception);
- Making false declarations;
- Violent crimes and crimes against the person;
- Malicious damage and destruction to property
- Trafficking of narcotic substance;
- False alarm raising.

## Code of Conduct

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

## Environment and Conditions

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000*. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be

respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based, however intra-state travel may be required. During emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees 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.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

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Approved

**F NOVY**  
MANAGER, EMPLOYMENT AND ADVISORY SERVICES  
BUSINESS AND EXECUTIVE SERVICES

Date: July 2023