

Department of State Growth

Statement of Duties

Position Title:	Loan Services Officer
Position number:	372899 and 424133
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream Band 4
Division/branch/section:	Business Services / Risk and Resource Management
Location:	Hobart
Employment status:	Flexible
Supervisor:	Manager Loan Services

Position Objective

Provide service, advice and support to business units responsible for the provision of loans to department clients.

As a member of the Loans Services team, liaise with internal and external stakeholders in regard to loan portfolio administration, credit risk management and assist in the preparation of legal and associated loan documentation.

Major Duties

- Action Minutes that determine financial assistance arrangements that have been approved under the provisions of the *Tasmanian Development Act 1983*.
- Assist in the preparation of Letters of Offer and legal documentation that accurately reflect the applicable terms and conditions, including liaison with external legal advisers as required. Provide discharge figures and arrange settlements for loan discharges.
- Assist the Manager, Loan Services in administering loans and financial assistance provided by the Department to the private sector.
- Interaction with clients in regard to ongoing management and periodic reviews of financial assistance, and the monitoring of all applicable terms and conditions.
- Action submissions and recommendations to senior management for security variations, interest rate reviews, variations to approved loan conditions.
- Maintain appropriate registers and records, including the recording and maintenance of client data and security documentation.

Scope of Work: (Responsibility, Decision-Making and Direction Received)

Under broad direction of the Manager, Loan Services, this role is responsible for the completion of assigned duties and effective delivery of operational processes related to the loan portfolio.

The Loan Services Officer is expected to be self-managing day-to-day and operates with general guidance and is expected to use initiative to take timely and accurate actions or make recommendations to resolve complex operational issues, where required.

Selection Criteria (Knowledge and Skills):

1. Demonstrated experience, knowledge and understanding of lending principles and practices. This includes experience in preparation of legal documentation, registration of various securities and a capacity to interpret complex legal documentation.
2. High level communication skills, with demonstrated capacity to communicate accurately, clearly and succinctly both verbally and in writing.
3. Well-developed interpersonal skills with a demonstrated capacity to represent the department in dealings with clients and other stakeholders.
4. Demonstrated conceptual, analytical and judgement skills with proven capacity to exercise initiative, tact and discretion whilst working within a professional environment.
5. Proven ability to contribute to a team environment including the capacity to plan, organise and prioritise own work with a commitment to client service, task accuracy and completion.
6. Demonstrated skills in the application of information technology within a financial management environment, in particular advanced skills in word processing and spreadsheet software.

Position Requirements

Pre-employment

- Nil

Essential

- Nil

Desirable

- Nil

Working at State Growth

The Department of State Growth works to grow our economy and provide opportunities for all Tasmanians. We provide support and strategy advice in relation to key economic drivers including energy, industry sectors, resources, regulation and infrastructure. We support the delivery of a range of public services and have a strong focus on investment attraction and the development of innovative strategies that drive state growth.

The [department's website \(http://www.stategrowth.tas.gov.au/\)](http://www.stategrowth.tas.gov.au/) provides more information.

Our department is a diverse, inclusive and flexible workplace that enables our people to contribute to their full potential. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our clients with respect.

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

Our people who are at the heart of the organisation; *our decisions* which are based on sound principles; and *our clients* who are at the centre of what we do.

We have the ***Courage to Make a Difference*** through:

- ***Teamwork*** – our teams are diverse, caring and productive
- ***Respect*** – we are fair, trusting and appreciative
- ***Excellence*** – we take pride in our work and encourage new ideas to deliver public value
- ***Integrity*** – we are ethical and accountable in all we do

We are committed to high standards of performance relating to Workplace Health and Safety and all employees are expected to participate in maintaining safe working conditions and practices. State Growth has zero tolerance to violence, including violence against women and any form of family violence. We will take an active role to support employees and their families by providing a workplace that promotes their safety and provides the flexibility to support employees to live free from violence.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to (*State Service Act 2000*). These can be located at State Service Management Office (www.dpac.tas.gov.au/divisions/ssmo)

People and Culture to complete

Approved Director Risk and Resource Management

Date July 2021

Classification approved July 2021