

# Department of Police, Fire and Emergency Management

## STATEMENT OF DUTIES



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Title	Client Partner
Position Number	004541, 004542
Business Unit	People and Culture
Branch / Section	Employment Advisory Services
Location	Hobart
Immediate Supervisor	Manager, Employment Advisory Services
Award	Tasmanian State Service Award
Employment Conditions	Permanent, full time
Classification	Band 6

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### Focus:

Responsible for building strong client-based relationships in order to provide high level, client-focused service, advice, support and coaching to managers (including senior managers) and employees in the management of a broad range of strategic workforce management, recruitment and employment matters.

### Primary Duties:

- Provide high-level advice and solutions on a broad range of people related matters with a focus on strategic workforce management, organisational change, workforce planning and talent management, executive level recruitment and selection that supports a high standard of ethical behaviour which promotes a positive workplace culture.
  - Build and maintain a strong network of trusted and effective relationships with key internal and external stakeholders to become a sought-after advisor to gain and maintain business knowledge that enables the provision of fit-for-purpose advice, support, solutions and the building of organisational and leadership capability.
  - Support clients to identify, monitor and evaluate people issues and to identify emerging risks, and in collaboration with other People and Culture
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stakeholders, develop and support the implementation of intervention or mitigation strategies.

- Be a mentor and role model and provide leadership for Recruitment and Employment Advisors, supporting and enabling effective delivery of shared outcomes to support, initiate and champion positive change.
- Prepare high level documentation with recommendations that are accurate and succinct, including business cases, Briefing Notes, discussion papers, subject reports, guidelines, policies and procedures and any other documentation as required.
- Provide expert advice and support to clients in relation to the interpretation and advice on employment legislation, award interpretation and application of Departmental policy, procedures and guidelines as they relate to the focus of the role.
- Identify and initiate opportunities for process improvement opportunities to drive efficiencies and lead to improving outcomes for People and Culture.
- Any other duties or support across the department as determined by business priorities.

## **Scope of Work**

The Client Partner will liaise regularly with managers at all levels and employees across the Department and within People and Culture. The position has a strong client focus, provides mentoring to less senior staff, and is required to work collaboratively and flexibly ensuring they maintain collaborative working relationships.

The occupant will work in an environment that is fast paced, dynamic and with is expected to take initiative, be flexible and creative in providing recommendations to resolve problems and improve service delivery outcomes.

## **Direction and Supervision**

The role is responsible to and receives broad direction from the Manager, Employment Advisory Services and is expected to work effectively and efficiently and with a high degree of autonomy in performing the role and providing timely and accurate complex advice and support. The incumbent is expected to consult with the Manager, Employment Advisory Services to agree on appropriate courses of action in matters that are sensitive, high risk and/or business critical.

## **Selection Criteria**

1. HR experience in a role with strong proactive client service focus with a strong understanding and application of employment legislation, human resource functions and best practice HR.
2. Demonstrated excellent people management and interpersonal skills including the ability to establish and maintain effective and productive working relationships with diverse stakeholders, and proven capacity to engage, negotiate and influence others and resolve conflict.
3. Demonstrated ability to work in a highly collaborative team environment, use sound judgement with a demonstrated ability to be adaptable and flexible and work within an environment that is subject to competing priorities, ambiguity and change.
4. Highly developed analytical, conceptual and reasoning skills with the capacity to think strategically, balance priorities and conflicting interest whilst understanding the political, social and organisational environment with a whole of department focus.
5. High level written communication skills with demonstrated ability to prepare and present documentation that is accurate, articulate and concise.

## **Qualifications and Experience**

Desirable:

Knowledge and expertise consistent with qualifications recognised at Diploma and Advanced Diploma level or equivalent work experience is desirable.

## **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 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 the 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

Todd Crawford

**Director People and Culture**

3 June 2021