

Office of the Ombudsman and Health Complaints Commissioner

Statement of Duties

Title	Executive Officer
Number	356476
Award	Tasmanian State Service Award
Classification	General Stream Band 4
Agency	Office of the Ombudsman and Health Complaints Commissioner
Supervisor	Business Manager
Direct Reports	Nil
Location	Hobart
Terms of Employment	Permanent / Part-time. Some interstate and intrastate travel may be required.

The role

Objective

This position contributes to the efficient operation of the Office by providing assistance to the Ombudsman, Deputy Ombudsman and Business Manager on a range of administrative functions.

Major Duties

1. Coordinate and facilitate the provision of high level administrative support to the Ombudsman and Deputy Ombudsman, including management of correspondence, minute taking, meeting, travel and function arrangements, liaison with other agencies and first point of contact for the Ombudsman and Deputy Ombudsman.
2. Manage the Office web-sites, including the editing of web-based content, leading and project managing web development projects and ensuring accessibility standards are met.
3. Assist in the production of management reports, including managing the collation and distribution of documents relating to monthly management meetings, the production of agendas and minutes, etc.
4. Coordinate and assist in the preparation and production of annual reports,

promotional material and other publications.

5. Provide support to the Business Manager in executing operational and administrative projects across the Office.
6. Assist in the archiving and destruction of records in compliance with legislative and office requirements.
7. Provide back-up assistance for reception staff, taking enquiries and complaints from the general public, as required.

Scope of Work and Responsibility

- Responsible for the effective and efficient delivery of executive and administrative support services.
- General direction and general supervision received from the Ombudsman, Deputy Ombudsman and the Business Manager, based on established procedures and practices.
- Expected to be able to use initiative and exercise discretion in resolving non-standard issues.

Selection criteria

The following specific selection criteria must be addressed by candidates by describing their: relevant personal and professional skills and abilities; qualifications, training and competencies; past achievements; and potential for development. The position objectives and duties can also be used to assist in addressing the selection criteria.

1. Communication

High level written and oral communication with the ability to clearly, accurately and diplomatically interact and liaise with stakeholders at all levels. Demonstrated capacity to prepare and compose correspondence and accurate documentation in accordance with government and in-house styles, to convey ideas and information clearly and succinctly.

2. Output management

A high level of self-motivation and initiative including the ability to work without direct supervision and to exercise judgement and discretion. Demonstrated capacity to organise, schedule, prioritise and complete assigned tasks, and deliver outcomes with a client focus. Demonstrated ability to implement small projects under minimal supervision. Experience in executive diary management and project management.

3. Conceptual, analytical and judgement

Demonstrated capacity to exercise judgment in applying practices, methods and standards, to use initiative to resolve operational matters, to make timely and accurate decisions relating to duties, and to provide operational advice and information.

4. Leadership and people skills

Proven ability to work either individually or as part of a team in the efficient and timely delivery of administrative support.

5. Technical and professional

Demonstrated knowledge, skill and ability (or the capacity to rapidly acquire competency) in relation to:

- the use of current Microsoft Office products, in particular Word and Excel, to an intermediate level;
- records management principles and practices, in particular government record-keeping requirements;
- handling of enquiries and complaints, with particular emphasis on service delivery to the general public and consumer rights issues;
- production of publications, such as annual reports, brochures and web-based content, including design and formatting tasks;
- project management principles and practices;
- use and administration of electronic records management systems, such as Content Manager.

Requirements

Essential requirements

Nil

Desirable requirements

- A relevant tertiary qualification
- A current driver's licence
- Current Tasmanian Working with Vulnerable People Registration (Registration Status - Employment).

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.

Information about the Ombudsman and Health Complaints Commissioner

The Ombudsman is an independent officer appointed under the Ombudsman Act 1978 and answerable to the Parliament. Under the Act, the Ombudsman investigates and resolves complaints related to the administrative actions of State and local government and public authorities; and works in partnership with those bodies to achieve optimum standards of equity and fairness in public administration.

The Ombudsman also holds appointment as the Health Complaints Commissioner under the Health Complaints Act 1995, and investigates complaints under that Act.

Additional statutory functions fall to the Ombudsman under legislation other than the Ombudsman Act. These include the receipt of complaints under the Energy Ombudsman Act 1998, undertaking reviews under the Right to Information Act 2009 and the Personal Information Protection Act 2004, and a range of functions under the Public Interest Disclosures Act 2002. The Office of the Ombudsman is currently divided into six principal sections: Ombudsman, Right to Information, Health Complaints Commissioner, Energy Ombudsman, Office of the Custodial Inspector Tasmania and Official Visitors Program Tasmania. For more information about the Office of the Ombudsman visit www.ombudsman.tas.gov.au.

Employees of the Office are employed by the Department of Justice under the State Service Act 2000.

Working environment

Employees are required to uphold and comply with the State Service Principles and the Code of Conduct.

The minimum standard of behaviour expected of all Department of Justice employees is to:

- Consider people equally without prejudice or favour.
- Act professionally with honesty, consistency and impartiality.
- Take responsibility for situations, showing leadership and courage.
- Place the public interest over personal interest.
- Appreciate difference and welcome learning from others.
- Uphold the law, institutions of government and democratic principles.
- Communicate intentions clearly and invite teamwork and collaboration.
- Provide transparency to enable public scrutiny.
- Be fiscally responsible and focus on efficient, effective and prudent use of resources.

The Department is committed to high standards of performance in the application of contemporary management practices and principles including workplace health and safety and workplace diversity. The department recognises and uses the diversity of the community it serves. In doing this, it acknowledges the individual differences that can contribute to the capacity of a person to perform the inherent requirements of the duties.

All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination. All employees are responsible for participating actively and constructively in discussions regarding performance and for the implementation of agreed outcomes in accordance with the Performance Management policies and strategies of the Department.