Department of Natural Resources and Environment Tasmania

**Statement of Duties**

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| **Position title** | Team Leader, Ministerial Services |
| Position number | 709328 |
| Division/Business Unit/Branch | Strategy and Business Services/ Portfolio Services/ Office of the Secretary |
| Award/Agreement | Tasmanian State Service Award |
| Classification | General Stream, Band 5 |
| Position Status | Permanent |
| Full Time Equivalent (FTE) | 1.0 FTE (minimum 0.80 FTE, by negotiation) |
| Ordinary hours per week | 36.75 hours (minimum 29.40 hours, by negotiation) |
| Location | Hobart |
| Reports to | Manager, Office of the Secretary |

**Position Purpose**

As the leader of a small team, provide a high-quality administrative service to the department and its Ministers, facilitating the effective flow of information and communication between the department and the Ministers’ offices.

**Major Duties**

* Manage the operation of Ministerial Services, with limited direction, ensuring the efficient flow of information to and from the office, and recognising the highly confidential/sensitive nature of much of this work.
* Provide leadership, guidance and instruction to the Ministerial Services team to deliver on all operational activities.
* Maintain quality control over ministerial and other confidential correspondence, including screening of incoming communications, answering enquiries, and initiating and preparing correspondence.
* Monitor the quality and timeliness of document production and providing guidance and direction to ensure the quality standards of the department are met and maintained.
* Undertake specific research and project related activities and prepare analyses and reports.
* Assist with the preparation and maintenance of departmental records utilising the department’s record management system.
* Perform any other assigned duties at the classification level that are within the employee’s competence and training.

**Responsibility, Decision Making and Direction**

The occupant of the position is responsible for:

* ensuring expertise is effectively applied to provide program and service delivery outcomes consistent with the operational framework;
* providing leadership, instruction and guidance to less qualified or experienced associates in the specific discipline or area of expertise; and
* ensuring a safe working environment by complying with relevant Work Health and Safety (WHS) legislation, codes of practice and policies, procedures and guidelines issued under the Department’s WHS Management System.

The decision making and direction received in relation to the role are that:

* work is undertaken within established operational guidelines, systems and processes with limited guidance required in applying “highly developed expertise” OR “specialist technical knowledge” (where specific qualifications are essential) to complex and challenging program activities; and
* the occupant exercises considerable independence in interpreting and evaluating the requirements and effectiveness of the operational program and service delivery according to the decision-making framework and in providing solutions to meet service delivery requirements.

**Knowledge, Skills and Experience (Selection Criteria)**

1. In depth knowledge of and experience in the protocols and processes relating to ministers and executive government, and a demonstrated understanding of the public sector's political, legislative, social, financial and organisational environment or the capacity to quickly acquire an in-depth knowledge.
2. The capacity to provide leadership, instruction and guidance to less qualified or experienced associates and the ability to work as a member of a team.
3. Interpersonal and communication skills demonstrating an ability to provide clear and authoritative oral and written advice, reports and recommendations for complex activities that are understood and accepted by others as resolving program and service delivery challenges. The ability to liaise effectively with specialists, senior staff and stakeholders and negotiate outcomes that meet specified requirements.
4. Proven ability to make informed decisions, recommendations and/or implement alternative methods of approach to provide operational solutions for program and service delivery requirements.
5. Well-developed organisational skills with a proven capacity to work autonomously, determine priorities and deal with competing demands within limited time frames. Proven ability to exercise initiative, flexibility and creativity to meet complex operational challenges.

**Position Requirements**

Desirable Qualifications and Requirements

* A current motor vehicle driver’s licence

**About Us**

**The Department of Natural Resources and Environment Tasmania (NRE Tas)** is responsible for the sustainable management and protection of Tasmania’s natural and cultural assets for the benefit of Tasmanian communities and the economy. The Department’s activities guide and support the use and management of Tasmania’s land and water resources and protect its natural and cultural environment. The Department is also responsible for delivering the services that support primary industry development and the protection of the State’s relative disease and pest-free status.

Under Tasmania’s emergency management arrangements NRE Tas is the management authority (lead agency) for various aspects of the management of biosecurity emergencies (includes exotic animal, plant and marine disease and pest emergencies), fire in national parks and other reserves, and sea inundation from storm surge. In regard to those types of emergency prevention, preparedness and response activities are core business of this agency and potentially may involve all staff in some way.

The Department’s website at [www.nre.tas.gov.au](http://www.nre.tas.gov.au) provides more information.

# **Working Environment**

# Employees work within an environment that supports safe work practices, diversity and equity with employment opportunities and ongoing learning and development. We are committed to valuing and respecting each other as colleagues and peers. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We do not tolerate discrimination, harassment or bullying in the workplace.

# NRE Tas has a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

# There is a strong emphasis on building leadership capacity throughout NRE Tas.

# The expected behaviours and performance of the Department’s employees and managers are enshrined in the *State Service Act 2000* through the State Service Principles and Code of Conduct. These can be located at [www.dpac.tas.gov.au/divisions/ssmo](http://www.dpac.tas.gov.au/divisions/ssmo).