

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Internal Communications Officer
Position Number	004914
Business Unit	Office of the Chief Officer
Branch / Section	Tasmania Fire Service
Location	Hobart
Immediate Supervisor	Senior Internal Comms Advisor
Award	Tasmanian State Service Award
Employment Conditions	Permanent, Part-time, Fixed-Term
Classification	Band 5

Focus:

Develop internal communications that support the objectives of the Department of Police, Fire and Emergency Management (DPFEM) strategic communication aims.

This position will focus on producing internal communications related to critical and strategic projects and issues impacting the Tasmania Fire Service and State Emergency Service.

Primary Duties:

- Develop and implement internal communication strategies and activities and provide expert advice on content and channels across DPFEM at all levels.
- Build and sustain strong working relationships with key stakeholders and manage engagement frameworks.
- Develop content for both digital and traditional organisational communications channels and identify opportunities to enhance DPFEM's internal communications.

- Identify and implement opportunities for DPFEM community engagement, including via social media, events and releases, and communication strategies. Effective content creation and management of DPFEM social media platforms.
- Effective, timely, professional and accurate liaison service between media and DPFEM.

Scope of Work:

Responsible for developing and maintaining internal communications content, strategies and frameworks and expected to remain abreast of contemporary developments in the communications discipline.

The occupant is expected to exercise independent professional judgement to resolve complex problems in a multi-stakeholder environment.

Direction and Supervision:

Required to work autonomously and prioritise work to support the achievement of outcomes in an environment of competing deadlines and under pressure. Direction is provided by the Senior Internal Communications Advisor.

Selection Criteria:

1. Highest-level written and digital communication skills deployed to communicate complex and divergent information in a simplified and targeted way that influences audiences.
2. Proven interpersonal skills including the ability to liaise, negotiate, influence decision-making, develop and maintain relationships with stakeholders at all levels including at the executive level and operate in a political environment.
3. Demonstrated ability to research and analyse business information to inform strategic communications decisions and outputs, to identify audience needs, deal appropriately with sensitive information and deliver innovative and practical communications solutions.
4. High level initiative, flexibility and adaptability with the ability to meet short and long-term deadlines while dealing with pressure, ambiguity and change in a fast-paced environment.
5. Ability to fit into a team environment, including establish rapport and connection with others, a willingness to pitch in at all levels to get the job done, support and mentor others and a proven can-do attitude.

Qualifications and Experience:

Essential qualifications have not been prescribed, however, qualifications or relevant experience in the relevant fields of study will be advantageous.

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.

Approved

CARNE MORRIS

ACTING MANAGER, EMPLOYMENT ADVISORY SERVICES
BUSINESS AND EXECUTIVE SERVICES