

Department of State Growth
Statement of Duties

Position Title:	Business Support Officer
Position number:	370954 and 005523
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream Band 4
Division/branch/section:	Business and Jobs Group / Business Tasmania Division
Location:	South
Employment status:	Flexible
Supervisor:	Project Manager, Business and Jobs

Position Objective

Working closely with a partner Business Support Officer, this position will provide a communication and coordination point to support the work of the Business Tasmania division.

Major Duties

- Provide an overall coordination and quality assurance point for Ministerial requests and documentation for the division, including Estimate Committee and Question Time Briefs – including quality assurance of the structure and content of documents.
- Coordinate departmental reporting and response requirements across the division, assisting where possible with preliminary drafting and quality assurance.
- Provide assistance in relation to the preparation, clearance and coordination of papers to Tasmania Development and Resources including the Financial Assistance Committee.
- Provide organisational support to the head of division, including effective dissemination and provision of information and advice, assistance with complex meeting requests, triage of incoming requests and ensuring coherent clearance processes are maintained.
- Depending on operational work requirements, ad hoc projects and assistance across the division as needed.

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

The occupant of this position will be responsible to the Project Manager, Business and Jobs Executive.

Whilst general direction is provided, this position operates with autonomy in day-to-day activities. The occupant is expected to exercise judgement and proactively ensure that tasks are completed within agreed timeframes and to a high standard.

Work is expected to be completed in line with the agreed operating procedures of the group with a focus on business improvement.

The occupant is expected to work closely with their partner Business Support Officer to provide consistent support in a collaborative and open communication work style.

The occupant is expected to maintain a good knowledge of the work of the division, a level of political awareness, and be familiar with the strategic direction and operational environment associated with the broader Business and Jobs group and department.

The role is multi skilled in nature and flexibility is inherent to the requirement to provide appropriate support across the division. The role's primary tasks are in organisation and administration, but it is expected that the occupant will be able to, for example, pre-draft simple responses, understand and assist business units with complex departmental reporting requirements, and depending on operational workloads, provide ad hoc assistance from time to time on special projects.

The occupant will be exposed to confidential issues and is required to maintain a high level of confidentiality and discretion.

Selection Criteria (Knowledge and Skills):

- Well-developed teamwork and communication skills with a proven ability to facilitate and negotiate to meet business outcomes.
- Well-developed organisational skills with the proven ability to anticipate and manage issues and tasks, to meet deadlines, be flexible and adaptable, and manage stress in an environment supporting business improvement.
- Well-developed written communication skills including the proven ability to produce information that is clear, accurate, concise and compliant with Government writing styles.
- Ability to maintain confidentiality together with the proven capacity to exercise initiative, judgement, discretion and sound problem solving/decision making skills in a client service environment.
- Proven well developed information technology skills together with a high level of ability in the use of word processing and spread sheet packages.

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)
