

# Department of Police, Fire and Emergency Management

## STATEMENT OF DUTIES

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Title	Senior Records Officer
Position Number	002060, 003374
District	Business and Executive Services
Branch/Section	Information & Records, Information Services
Location	Hobart
Immediate Supervisor	Manager, Information & Records
Award	Tasmanian State Service Award
Employment Conditions	Full-time, Part-Time, Permanent, Fixed-Term
Classification	Band 4

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### Focus:

Ensure an efficient and effective service delivery of records information management and statewide advisory service to District and Regions, through the application of specialist functions and quality assurance. Undertake the day-to-day coordination and training of staff.

### Primary Duties:

- Supervise the daily operations of the business area ensuring guidelines, systems and processes are applied appropriately in the provision of records management services to the department as well as overseeing the receipt and dispatch of mail, both internally and externally.
  - Operate and maintain quality control of the organisations electronic document and record management system.
  - Participate in the development and integration of systems, policies and procedures to resolve operational issues and improve operational effectiveness.
  - Interpret and explain complex operational procedures and provide authoritative advice and information to clients and stakeholders, including training of internal staff with regard to the activities of the section
  - Undertake the assessment and application of storage and disposal of departmental records in accordance with the *Archives Act 1983*.
  - Maintain the confidentiality of often highly sensitive and personal
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information.

## **Scope of Work:**

Work has a significant influence on the effective service delivery and outcomes for the work unit.

Information and records accessed and held by DPFEM may relate to content that some may find distressing – for example, information concerning offences of violence, including sexual offences, family violence and relating to children, as well as details of vehicle crashes and associated injuries. The occupant should understand that the position may at times require assessment of material of this nature and be confident in their ability to cope. Given the nature of information held at DPFEM, the occupant must also adhere to the highest standards of confidentiality.

## **Direction and Supervision:**

Responsible for ensuring the application of appropriate policies, standards and practices as well as providing options and recommendations to resolve complex operational issues and improve service delivery.

Operating with a large degree of autonomy under the general direction of the Manager, Information & Records the occupant is required to set priorities and is expected to exercise initiative and discretion in the day-to-day operations of the section.

## **Selection Criteria:**

1. Detailed knowledge and experience in information records management procedures and principles, information classification, and records management systems and related legislation.
2. High level self-motivation and organisational skills, ability to balance competing priorities and manage variable workloads in a team environment, to ensure that deadlines are met.
3. Well-developed research and analytical skills, and ability to interpret and solve complex problems around legislated standards or policies for the collection, recording, retention, and disposal of operational and corporate information.
4. High-level of interpersonal, oral, and written communication skills, including the ability to liaise with all levels of departmental personnel, interpret and resolve complex matters.
5. Demonstrated ability to guide, train and supervise staff in relation to systems and procedures, provide leadership in a team environment and share ideas to improve practices, systems or processes.

6. Demonstrated ability to exercise initiative and discretion in handling sensitive matters in a confidential diplomatic and professional manner.

## **Qualifications and Experience:**

### **Desirable:**

Knowledge and expertise consistent with qualifications recognised at Certificate 3 and 4 or equivalent level.

### **Essential requirement:**

#### **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.

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Approved

**A GHUMAN**  
MANAGER, PARTNERING AND EMPLOYMENT SERVICES  
BUSINESS AND EXECUTIVE SERVICES

Date: 07 May 2024