

Statement of Duties

Position Title: Team Leader	Position Number: Generic	Effective Date: April 2019
Group: Information Management and Technology Services		
Section: Various	Location: South, North, North West	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent/Fixed Term	
	Position Type: Full Time/Part Time	
Level: Band 7	Classification: General Stream	
Reports To: Relevant Manager/Director		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

- The role is primarily managerial, leading, directing and monitoring the work of one or more specialist teams and/or work programs within the unit. It develops and implements strategy and effectively coordinates resources to deliver accurate, reliable, integrated and targeted business outcomes that meet customer requirements and branch service standards. In this context the role has shared accountability for the effective delivery of agreed strategy and the unit business plan.
- While the scope of work is defined by the operational priorities of the assigned business unit, the role is accountable for developing and implementing targeted business continuity plans and/or programs and/or projects and policy that support organisational objectives, align with agreed strategy, and meet agreed briefs and branch service standards.

Duties:

1. Lead the delivery of high-quality services and strategy by securing a shared team commitment to ensure agreed program delivery and/or projects and /or business continuity plans are translated into pragmatic and feasible operational outcomes. Create the shared team vision by clearly articulating business priorities while being prepared to adapt to changing circumstances to achieve results.
2. Source, verify and provide authoritative advice and guidance to senior executives, the line manager, customers and other stakeholders on diverse and complex business matters. Identify and address complex or specialised branch issues. This includes coordinating the planning, implementation and delivery of innovative, integrated, cost-effective and sustainable solutions that meet customer requirements and improve the customer experience. The role may be required to represent the branch at business forums or meetings.
3. Lead and manage specialised teams and create and foster a culture of high performance within the team by modelling and implementing exemplary people management practices

that encompass the following:

- proactive performance development and performance management for all direct reports;
 - staff engagement that builds respect, resilience and proactive conflict resolution across the team;
 - contingency planning;
 - appropriate team member accountability.
4. Establish and build productive working partnerships across the branch and its customers and stakeholders. In achieving this the role identifies business requirements and develops proposals and solutions in collaboration with management, colleagues, customers and/or stakeholders. The role effectively manages customer/stakeholder expectations and resourcing to ensure positive results are achieved.
 5. Analyse and coordinate financial and other management priorities for the team. This includes negotiating with and providing management accurate and validated data to support the unit's annual budget; preparing business cases and contract management documentation to support unit initiatives; interpreting, developing and implementing branch policy and procedures as required; complying with agreed standards and operating procedures; promptly managing staffing and/or code of conduct issues and/or issues of risk, probity, compliance with legislation and/or policy.
 6. Critically analyse and evaluate service delivery with respect to programs and/or projects and/or business continuity plans to identify and enhance areas for business improvement within the team. Collaboratively develop and implement systems and processes that enable regular evaluation and the accurate measurement and reporting of accountabilities. Undertake effective business partnering, leading working groups and developing processes consistent with business objectives.
 7. As leader of the business unit, collaborate with colleagues across the branch to ensure an integrated and unified approach to service delivery and decision making. Provide regular updates and high-level advice on complex or specialised issues to management. Advise on sensitive, potential or emerging high risk or business-critical matters that could adversely impact program/policy implementation and/or service delivery. Identify, evaluate and implement risk mitigation strategies in accordance with the dimensions of the role.
 8. Champion the Department's values by modelling and encouraging positive and respectful workplace behaviours, embracing diversity, integrity, and accountability for actions taken within the team, and by supporting others during times of change.
 9. Foster and demonstrate a commitment to a continuous-learning and improvement culture where team input, innovation and professional learning opportunities are valued and invested in. Coach, mentor and proactively identify learning opportunities for team members to extend their skills and experience. Invite and provide alternative viewpoints, share information and learning across teams. Engage with other teams and units to jointly resolve issues. Ensure the team regularly reviews, edits and updates the knowledge base, or other relevant repositories.

10. Each year in consultation with the supervisor, develop an individual work plan that clarifies, articulates and documents the role's specific responsibilities, key deliverables, expected outcomes and indicators of success for the following 12 months. The development of annual work plans aligns to the requirements of the Department's performance management framework and is the basis for ongoing performance and development discussions.
11. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
12. The incumbent 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 jobs at this classification level.

Scope of Work Performed:

- Under the broad direction of the Manager, the role works with considerable autonomy within the defined operational priorities of the assigned business unit.
- The role requires highly developed management skills. It leads and motivates others to gain cooperation in the achievement of difficult and sometimes conflicting objectives that may include incompatible processes, in developing and implementing improvements to established plans, systems or processes. It leads one or more teams accountable for the delivery of a specialised program of work, projects or seamless business continuity aligned to the business unit plan.
- The role has considerable independence in determining priorities and approaches to managing team outcomes. It determines appropriate objectives, milestones, priorities and approaches to product and/or program and/or service delivery. The role interprets strategy, business plans, policies, regulations and guidelines to support decision making and achievement of business and organisational outcomes.
- The work of the team has a direct impact on the achievement of organisational outcomes, requiring the role to clearly address and articulate complex issues to executive, colleagues, customers and stakeholders. Competing demands are often impacted by non-negotiable deadlines, requiring the role to effectively manage stakeholder expectations and to reprioritise activities. It is an expectation that a professional, consistent and reliable approach to customer service is paramount in all stakeholder interactions.
- The role is responsible for efficient and effective program and/or service delivery management including unit planning, budgetary oversight, optimal use of resources, and maintaining or modifying policy, processes and business practices as required. It is also accountable for managing staff development and performance.
- Comply at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks for:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Desirable Requirements:

- Appropriate tertiary qualifications in business management, ICT, information management or related discipline.
- Current Driver's Licence.

Selection Criteria:

1. Successful leadership capability and proven track record in delivering strategy, creative solutions and sustainable business results in a complex, rapidly changing, technology-related work environment.
2. Exemplary people management skills demonstrated through a successful track record in creating and sustaining positive workplace culture, motivating teams and effectively leading others through change and to achieve results.
3. Excellent interpersonal, communication, negotiation and influencing skills with proven ability to problem solve, interpret, and articulate complex issues to non-technical stakeholders such as internal customers, senior executives or key external stakeholders.
4. Proven track record in producing professional business documentation that is both accurate and timely to support decision making and to progress complex technology related governance, policy and/or change management challenges.
5. Keen self-awareness with a proven capacity to effectively model agile, flexible, and innovative work practices to effectively manage stakeholder expectations and to redeploy available resources as required.

Work Environment:

From time to time, the role may require:

- some duties to be undertaken outside of normal working hours;
- travel between sites to be undertaken; and
- potential intrastate or interstate travel.

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the State Service Act 2000. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The State Service Act 2000 and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the Public Interest Disclosure Act 2002. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the State Service Act 2000.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.