

Consumer Building and Occupational Services

Statement of Duties – April 2021

Title	Senior Compliance Officer
Number	Generic
Award	Tasmanian State Service Award
Classification	General Stream Band 5
Division	Regulation and Service Delivery
Full Time Equivalent	1.0 FTE
Output Group	Consumer, Building and Occupational Services
Branch	Regulatory Compliance Unit
Supervisor	Assistant Director, Compliance and Dispute Resolution
Direct Reports	Nil
Location	Rosny or Launceston
Terms of Employment	Fixed term, full time for a period of 3 years, 73.50 hours per fortnight. Some intra/inter-state may be required.
Position category and funding	T392

The Department of Justice

Aim

A safe, fair and just Tasmania.

Purpose

To support the Tasmanian Government to promote the rule of law by

- ensuring an effective, efficient and accessible justice system.
- protecting and respecting rights.
- improving laws.
- influencing positive behaviour and enforcing responsibilities.

Visit the [Department of Justice website](#) for more information.

Divisional Information

Consumer, Building and Occupational Services (CBOS) is a combined management structure responsible for the regulation of the consumer, building, construction and occupational licensing sector through the promotion of education, information, compliance and enforcement services.

Visit the [website](#) for more information.

About the position

Objective

Assist the Assistant Director, Compliance and Dispute Resolution to perform functions under the relevant legislation including the management and conduct of performance reviews, investigations, prosecutions and promote compliance.

Duties

- Provide timely and accurate information and guidance on legislation administered by the Unit and identify possible breaches where appropriate.
- Conduct complex performance audits of licensed practitioners, contractors, permit authorities and Councils.
- Investigate complaints, allegations and other matters as directed by the Assistant Director, Compliance and Dispute Resolution.
- Prepare complex briefs of evidence, reports and recommendations in relation to investigations and performance audits in a timely manner.
- Provide evidence in court actions and appear before Appeal bodies as required.
- Promote, develop and assist with the implementation of programs, policy and guidelines that improve understanding of and compliance with relevant legislation.
- Manage compliance and advisory projects and provide direction and support where necessary.
- As required perform other tasks and duties within the division.

Level of responsibility

The occupant is expected to:

- Exercise initiative and discretion in relation to interpretation of policy and legislation and non-standard issues in order to achieve achievement of organisational goals;
- Be responsible for advocacy and case management as required;
- Support the Assistant Director, Compliance and Dispute Resolution to provide direction and guidance to Audit and Compliance Officers; and
- Be responsible for the effective and efficient audit and investigation services in accordance with departmental and Branch objectives within allocated resources and agreed timeframes.

Direction and supervision received

- General direction and supervision is provided by the Assistant Director, Compliance and Dispute Resolution.

- The occupant is expected to demonstrate initiative and work within established policies, practices and procedures and maintain very high standards of client service and sound judgement in matters of a sensitive nature.

Selection criteria

The following specific selection criteria must be addressed by candidates by describing their relevant personal and professional skills and abilities; qualifications, training and competencies; past achievements; and potential for development. The position objective and duties can also be used to assist in addressing the selection criteria.

1. Sound knowledge of the legislation administered by Consumer, Building and Occupational Services or the ability to quickly acquire this knowledge.
2. Demonstrated experience in conducting audits and detailed research to produce concise and accurate reports, together with the capacity to provide timely and accurate advice and make sound judgements and recommendations while acting with fairness, equity and integrity at all times.
3. Substantial experience conducting investigations including proven understanding of investigation techniques and processes including case management, enforcement and court procedures.
4. Well-developed written and oral communication skills, including experience writing reports, briefs and correspondence; and demonstrated ability to consult, negotiate and resolve conflict in order to build and maintain effective working relationships with a wide variety of stakeholders in a respectful manner.
5. Demonstrated self-management skills, including the ability to set and meet work objectives, manage concurrent tasks and capacity to adapt to and positively participate in organisational change.
6. Proven ability to work effectively either individually or as part of a team in the efficient and timely delivery of a professional client service.
7. Demonstrated personal qualities of initiative including the capacity to be proactive and self starting; willingness to accept empowerment and accountability; and interest in continual learning; and the capacity to work in an innovative and creative way where appropriate.

Working environment

Employment in the State Service is governed by the *State Service Act 2000*. Both employees and officers are required to uphold and comply with the State Service Principles (Section 7) and the Code of Conduct (section 9). In particular the expectations are as follows:

Department of Justice state service employees:

- treat all users of our services with respect and courtesy;
- listen to what users of our services have to say;
- personalise services to the needs and circumstances of each user of our services where practical;
- always do what they say they are going to do, or update the appropriate people promptly if things change, offering an explanation for the change;
- respond to enquiries promptly and efficiently; and
- consult the public and users of our services about their service needs.

The minimum standard of behaviour expected of all Department of Justice employees is to:

- Consider people equally without prejudice or favour.
- Act professionally with honesty, consistency and impartiality.
- Take responsibility for situations, showing leadership and courage.
- Place the public interest over personal interest.
- Appreciate difference and welcome learning from others.
- Uphold the law, institutions of government and democratic principles.
- Communicate intentions clearly and invite teamwork and collaboration.
- Provide transparency to enable public scrutiny.
- Be fiscally responsible and focus on efficient, effective and prudent use of resources.

Further information about employee expectations is on the Department of Justice Intranet site under Statement of Intent.

The department is committed to high standards of performance in the application of contemporary management practices and principles including workplace health and safety and workplace diversity. The department recognises and uses the diversity of the community it serves. In doing this it acknowledges the individual differences that can contribute to the capacity of a person to perform the inherent requirements of the duties.

DoJ has a zero tolerance approach to violence, including any form of family violence. DoJ takes an active role in supporting employees and their families and is committed to providing a workplace that promotes safety and wellbeing of all employees.*

**The Department accepts the Tasmanian legal definition of violence.*

All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

All employees are responsible for participating actively and constructively in discussions regarding performance and for the implementation of agreed outcomes in accordance with the Performance Management policies and strategies of the Department.

Smoking is prohibited in State Government workplaces and vehicles.

Requirements

Essential requirements

- Nil

Desirable requirements

- Current Tasmanian driver licence.
- Certificate IV Compliance or equivalent relevant qualification.