

Department of Communities Tasmania

STATEMENT OF DUTIES

Position Title	Administrative Officer
Position Number	Generic
Division/Branch/Section	Children, Youth and Families, Business Coordination and Innovation, Business Operations
Award/Agreement	Health and Human Services (Tasmanian State Service)
Classification	General Stream Band 3
Position Status*	Permanent
Position Type*	Full-time/Part-time
Location	South/North/North West
Reports to	Manager, Business Operations
Check Type	Annulled
Check Frequency	Pre-employment
Position Features	Occupants of this role will be required to work 8.30 to 5.00, Monday to Friday, to support reception and telephone services

** The above details in relation to Position Status and Position Type may be different when this position is advertised – please refer to the advertisement for vacancy details.*

About Us

Communities Tasmania brings together a range of functions, programs and initiatives aimed at enhancing and improving the lives of all Tasmanians. To create strong, inclusive and proud communities the Department will collaborate with our community-based partners to empower individuals and families throughout Tasmania to lead fulfilling lives.

Communities Tasmania provides opportunities for all Tasmanians to participate in community life and sport and recreation; supports, protects and nurtures vulnerable children, young people and their families; delivers and facilitates specialist disability services; and provides services to support social and affordable housing. The services of Communities Tasmania are based in all major centres throughout Tasmania; therefore some roles may require intrastate travel.

Communities Tasmania creates an environment where children's safety and wellbeing is the centre of thought, values and action - we are responsive to the needs of families and communities that we engage with. We are a child safe organisation that puts the safety of



children and young people first, creating a culture, adopting strategies and taking action to promote child wellbeing and prevent harm to children and young people.

Primary Purpose

As a member of the Business Operations team within Children, Youth and Families, the Administrative Officer provides high level administrative and clerical support to staff and clients, and will:

- Undertake the provision of office support services to the Children, Youth and Families Division.
- Maintain efficient record keeping, including maintaining information systems, and the preparation of sensitive and complex file redactions.
- Undertake a range of financial and administrative duties including maintaining finance records, in accordance with relevant service standards, legislation and Departmental policies and procedures.
- Provide high standard customer focused telephone and reception services.

Primary Duties

1. Undertake the appropriate management of electronic and manual records, including file maintenance and retrieval, in accordance with legislation, policies and procedures, and prepare documents relating to Subpoenas, Right to Information requests and Personal Information Protection requests, including document reproduction, redaction and scanning as required.
2. Undertake a range of financial duties including receipting, banking, processing of purchase orders and invoices and maintaining finance records, in accordance with relevant service standards, legislation and Departmental policies and procedures.
3. Handle broad ranging telephone and face to face enquiries, ensuring sensitive and confidential responses to enquiries.
4. Review and assess information and maintain relevant records and databases, record statistics and prepare reports as required.
5. Provide high level office support services, including assisting with financial transactions and human resources processing and with general IT, asset management and communication requirements.
6. Undertake and complete general administrative tasks, including preparation of agendas, organising and scheduling meetings, minute and note taking and preparation of correspondence.
7. Assist in training and supporting new staff and existing team members as and when required.
8. Ensure the safety and wellbeing of vulnerable people you may be working with (including children and young people) and immediately report any concerns, disclosures, allegations, or suspicions of harm. Actively participate in and contribute to practices that



will ensure Communities Tasmania is a child safe organisation including reporting, record keeping and information sharing obligations.

9. 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.
10. 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 positions at this classification level.

Level of Responsibility, Direction and Supervision

- The Administrative Officer will work under direction of the Manager, Business Operations. Supervision and day-to-day task allocation will be provided by the regional Business Support Officer.
- The occupant is expected to exercise initiative, judgement, sensitivity and discretion in undertaking all tasks in a confidential, timely and accurate manner.
- The occupant is responsible for effective time management and prioritising tasks to ensure deadlines are met.
- As a team member, the occupant will model behaviours that evidence commitment and support to the goals of the Division and the Agency. This includes displaying a collaborative and supportive communication style in undertaking all aspects of the role.

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.

- Current Tasmanian Working with Children Registration.
- 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:
 - I Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
 - e) serious traffic offences (if Driver's Licence is an essential requirement)



- 2 Identification check
- 3 Disciplinary action in previous employment check.

Selection Criteria

1. Knowledge of and experience in sound office management practices along with a high standard of administrative and clerical skills, together with highly developed computer skills including competency in the use of word processing, spreadsheet, and database packages. Experience with electronic document management and/or financial management systems is also preferred.
2. Well-developed interpersonal, organisational and communication skills, with the demonstrated ability to interact effectively, courteously, and discreetly with clients, stakeholders, managers and staff.
3. Good coordination skills with the ability to exercise initiative, judgement and discretion relating to working in a professional statutory environment. Ability to troubleshoot and investigate issues and anomalies and proactively contribute to resolution and improvement of activities.
4. Proven ability to be flexible and adaptable, and work effectively both independently and as a member of a team in an environment subject to pressure, competing priorities and change. Demonstrated ability to prioritise workload, comply with established timeframes, and deal with a number of tasks concurrently.

Values and Behaviours

We are a values-based organisation. Our aim is to attract, recruit and retain people who uphold our values and are committed to building a strong values-based culture. Our values and behaviours reflect what we consider to be important.



Communities Tasmania 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 Communities Tasmania 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.

Communities Tasmania does not tolerate violence, especially violence against women and children.

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: Communities Tasmania has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, the 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 Executive Director Capability and Resources or to the Manager Internal Audit. Communities Tasmania is committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and is 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 manager can provide details to the occupant of delegations applicable to this position. Communities Tasmania has 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 the Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by Communities Tasmania policy) with Communities Tasmania are expected to comply with Agency 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 Communities Tasmania 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: Communities Tasmania is a smoke-free work environment. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.