

Administrative Officer

STATEMENT OF DUTIES

OCTOBER 2022

Number	Generic
Portfolio	Child Safety and Youth Justice Operations
Branch	Business Coordination and Innovation
Section/Unit/School	Business Operations
Supervisor	Manager, Business Operations
Award/Agreement	Health and Human Services (Tasmanian State Service) Award
Classification	General Stream Band 3
Employment Conditions	Permanent/Fixed-term, Full-time/Part-time 76 hours per fortnight, 52 weeks per year including 4 weeks annual leave
Location	Statewide

Primary Purpose

As a member of the Business Operations team within Child Safety and Youth Justice Operations, 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 Business Coordination and Innovation 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.

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.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

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The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

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.
11. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these 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.
5. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

Requirements

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

Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)
- 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 in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
 - e) serious traffic offences
 - 2 Identification check
 - 3 Disciplinary actions in previous employment check

Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected and has 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.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. 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. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

APPROVED BY PSS DELEGATE: Manager – Recruitment Operations – October 2022

Request:

Date Duties and Selection Criteria Last Reviewed: 09/24 CB
