



POSITION DESCRIPTION

General Stream Band 1 to Band 8

POSITION TITLE:	Parliamentary Support Officer
Entity	House of Assembly
Unit	Chamber and Procedure
Reports To (role)	Senior Parliamentary Officer, Chamber and Procedure
Direct Reports:	Nil
Award and Band Level	Tasmanian State Service Award Band 4
Employment status	Permanent Full Time
Full Time Equivalent (FTE)	1
Ordinary Hours per week	Average of 36.75 hours per week with additional reasonable hours as required of the role. The position requires working long and unpredictable hours during sittings of the Parliament and work will be undertaken outside normal hours. Leave is restricted during sittings.
Location	Parliament House, Hobart, Tasmania



About Us
The Parliament of Tasmania is a meeting place where elected representatives meet to make laws, authorise the expenditure of public funds, scrutinise the government of the day and give a voice to their constituents in the electorates. The Parliament is made up of 3 separate entities consisting of: • House of Assembly – which provides services to the Members of the House of Assembly, including chamber and committee support in the discharge of their constitutional and parliamentary responsibilities as elected Members. • Legislative Council – which provides services to the Members of the Legislative Council, including chamber and committee support, in the discharge of their constitutional and parliamentary responsibilities as elected Members. • Legislature -General – which provides joint services to support Members of Parliament, officers, and staff of the Parliament. These services broadly relate to building and facilities, engagement and visitor services, finance, ICT, library and research, parliamentary reporting services, and people and culture.

Why work at Parliament of Tasmania
• A unique opportunity to contribute to democracy in Tasmania. • Develop capability in delivering innovative, responsive, and impartial professional services. • A supportive environment to enable our people to do their most purposeful and rewarding work. • Deliver value that makes a real impact. • Generous leave provisions and benefits. • This might be your best role ever.

Position Purpose
The Parliamentary Support Officer provides support to the House of Assembly across a range of administrative and research areas. The role is one of three positions: 1. Parliamentary Support Officer - Papers and Petitions 2. Parliamentary Support Officer - Notices and Questions 3. Parliamentary Support Officer - Bills and Administration Each position provides support to complex procedural and administrative processes related to the House of Assembly, to ensure efficient and effective services to a wide variety stakeholders including Members of Parliament, public officials, parliamentary staff, and members of the public. The position holder may rotate across all three positions, subject to the business needs of the House, to enable development opportunities and increase the knowledge and skills of staff. The positions are focused on providing support to the Chamber and Procedure unit of the House of Assembly, and assist the Committees and Office of the Clerk units as required.

Key Accountabilities
• Provide administrative and procedural support and records management for the House of Assembly, including the preparation, management and record keeping of documents related to the sittings of the House. • Assist to provide practical attendant support in the House of Assembly Chamber, including being on duty in the Chamber during sittings of the House. • Responsible for ensuring the completion of parliamentary and administrative processes in a complex working environment. • Ensure that allocated tasks, outputs and outcomes are completed within agreed timeframes. • Assist with arrangements for conferences, official visitors and parliamentary delegations. • Compile and maintain complex information related to the House of Assembly, including procedural statistical information.

- Enable public access to up-to-date information regarding the House, Committees, its Members and parliamentary documents through website content management.
- Provide administrative and other support to Committees and to the Office of the Clerk, including assisting with the organisation of committee hearings, meetings, research and other activities.
- Undertake research and gather relevant resource material to assist in the production and maintenance of research materials and other publications as required.
- Liaise at a high level with Members, their staff, department officials, members of the public and other stakeholders in relation to the procedures of the House of Assembly and the preparation of parliamentary documents.
- Perform any other allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from an occupant at this classification level.

Key Challenges

- Managing a diverse range of projects and workloads often with tight deadlines and competing commitments and priorities which require managing relationships and collaborating with colleagues from across the Parliament.
- Providing accurate information and services to Members, Parliamentary Officers and other stakeholders in relation to Parliamentary processes and protocols, Bills, Tabled Papers and other parliamentary documents.
- Planning, organising, directing and co-ordinating resources for the effective operation of Parliamentary Committees.
- Using initiative to resolve issues while consistently adopting a strong customer focus with key stakeholders and members of the public while remaining impartial, exercising tact and judgement during sensitive parliamentary sitting periods.

Key Relationships

- Senior Parliamentary Officer, Chamber and Procedure – reports directly to.
- Staff of the House of Assembly – provide assistance and support as required.
- Members of Parliament and Parliamentary Staff – provide assistance and advice.
- External stakeholders including members of the public, departmental and other officials – provide advice, direction and information.

Level of responsibility

- Work is undertaken under general direction and requires the exercise of tact, discretion, judgement and initiative consistent with the possession of sound knowledge about Parliamentary processes to achieve the required outcomes.
- The position holder will make decisions on how their work is performed within agreed timeframes and operational needs, including controlling and managing resources.
- Interprets and explains complex operational procedures and provides advice and detailed information to Members of Parliament, Parliamentary staff, members of the public and other stakeholders.

Essential requirements

- It is a condition of your employment that you must be an Australian citizen or permanent resident, a New Zealand citizen, or hold a current visa which allows you to work in Australia.
- It is a condition of your employment that you are deemed to be of suitable character. This assessment will be subject to a satisfactory result from a Nationally Coordinated Criminal History Check.
- It is a condition of your employment that you are assessed as being fit for duty to perform the duties of your role. To determine your fitness for duty, you may be asked to provide a declaration of your health status, including disclosure of pre-existing medical conditions.

Desirable requirements
• Knowledge of the role and function of the House of Assembly and the Parliament. • Administrative and organisational skills including the ability to balance priorities and meet deadlines. • Sound digital technology skills and capacity to operate and adapt business and other systems to meet operational needs.

Selection Criteria	
Capability Name	Capability Indicators
Judgement, common sense and strategic thinking applied to identify and analyse problems/key issues, determine alternative approaches and assess their consequences, and provide advice and recommendations.	• Exercises sound judgement in applying guidelines, systems and processes; • Makes timely and accurate decisions and resolves complex operational issues; • Applies initiative in recognising need for change to environment and recommends improved procedures and practices.
Delivers quality results by managing self, time and resources and prioritise work to deliver outcomes on time. Accept responsibility and be accountable for quality of work to both internal and external clients.	• Monitors and reviews completion of tasks to deliver objectives and makes effective use of team to meet timeframes; • Contributes to and delivers outcomes with a strong client focus; • Implements improved business processes.
People and leadership skills evidenced by working co-operatively as part of a team or group. Manages others effectively, models leadership behaviours and leads by example to deliver positive business outcomes.	• Works effectively in a team and shares ideas to improve practices and processes; • Guides and instructs staff in relation to systems and procedures and offers full support when required; • Provides and seeks effective feedback and adapts work practices to better meet work objectives.
Communicates effectively with colleagues and external stakeholders adapting communication styles to suit different situations.	• Accurately prepares documentation and drafts information that requires interpretive ability; • Confidently presents messages and information in a clear, concise manner including providing recommendations to suit the audience; • Interprets and explains complex operational matters.
Builds & maintains productive working relationships with colleagues, clients and stakeholders (both internal and external) with a demonstrated capability to nurture relationships; facilitate cooperation and partnership; value difference and diversity; and guide, mentor and develop people.	• Actively builds and maintains positive relationships with team members and clients; • Anticipates and is responsive to client needs and Expectations; • Represents the work area in internal and external settings in a professional manner.
Change responsiveness evidenced by an individual's response and approach to change including their ability to positively adapt, manage and implement change.	• Identifies and initiates changes at an individual/team level and positively participates in change; • Supports, accepts and adapts quickly to change; • Encourages others to participate in change;

	• Responds positively and effectively to unexpected change and manages own expectations; • Anticipates issues impacting on individual/team activities and proposes solutions.
Professional ethics Demonstrated capability to be ethical and professional.	• Consistently behaves in a manner that complies with our Code of Conduct, Core VALUES, and our policies and procedures. • Recognises impact of own behaviour on others and modifies behaviour accordingly. • Develop understanding of own capabilities and seek opportunities for personal and professional development. • Values people for their contribution and diversity.