

## Position Description - Support Officer

Sustainable Timber Tasmania (STT) is a Government Business Enterprise with responsibility for managing approximately 800,000 hectares of Tasmanian public production forest. As a land manager and as a provider of renewable forest products, sustainability is at the heart of everything STT does. It's the long-term future for our business and includes sustainably managing the forest estate, sustainably supplying timber; and sustainably growing our business.

### ORGANISATIONAL CONTEXT

<b>Division:</b>	Forest Products	<b>Group:</b>	Divisional Management
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### POSITION PURPOSE

The Support Officer provides administrative assistance to the Assistant General Manager – Forest Products and the Forest Products Management Team in order to support Forest Products' operations and meet STT's corporate objectives.

### POSITION DETAILS

Position No.	Reports To	Direct Reports	Location
02019	Assistant General Manager – Forest Products (10152)	Nil	Preferably Hobart
<b>Industrial Instrument</b>	Sustainable Timber Tasmania Enterprise Agreement 2018		
<b>Broadband Classification</b>	C		
<b>Working relationships</b>	Maintains collaborative working relationships with contractors, employees and relevant key stakeholders.		

### POSITION ACCOUNTABILITIES

Duties and responsibilities include, but are not limited to the following:

- Provide administrative support to enable Forest Products to fulfil its contractual obligations for the supply and sale of forest products whilst ensuring monthly reporting is achieved in an accurate and timely manner
- Prepare and process contract documentation and transactions in a timely, accurate and efficient manner
- Maintain and compile safety statistics, contractor information, audit information and payment rates data in appropriate reporting systems for monthly reporting requirements
- Monitor Forest Products' contracts and assist with the compilation of accurate and timely reports, particularly relating to health and safety and monthly production levels
- Maintain a high level of customer service (internal and external) to provide consistent, timely and accurate advice and service to internal and external stakeholders. Develop and maintain effective relationships with Harvesting and Transport (H&T) contractors
- Prepare and distribute communication documents to contractors
- Liaise with key stakeholders and co-ordinate Forest Products contractor events including annual contract reviews and meetings
- Assist in successfully delivering Forest Products' projects in accordance with business needs and compliance obligations
- Manage the Truck Overload Management System, including analysis and input of truck and trailer configurations (Gross Mass), monitoring of overload reports and the issue of notification letters. Maintain the compliance register.
- Develop and document instructions, SOP's and procedures for Truck Overload Management System, monthly WH&S reporting and annual rate reviews, including the identification and implementation of process improvements
- Co-ordinate the annual H&T contractor Safety Management System and Site Audit program including the issue of contract, audit schedule and distribution of returned audits to production staff for corrective action and distribution to contractors. Process invoices, collate and analyse audit results

- Co-ordinate the provision of specialist harvesting and transportation training to STT staff and contractors
- Co-ordinate the dissemination of forestry contractor licensing (FOLS) data to STT staff

#### QUALIFICATIONS, SKILLS, ABILITIES AND EXPERIENCE (SELECTION CRITERIA)

- Knowledge of or experience in the heavy vehicle industry will be well regarded
- Experience in providing administrative assistance to professional and technical staff
- Excellent Microsoft Office and computer skills with demonstrated experience in data entry and database use
- Strong numerical literacy and attention to detail and accuracy
- Demonstrated time management and planning skills with the ability to resolve issues, adapt to setbacks or change whilst achieving timely results
- Well-developed communication skills both written and verbal with the ability to liaise across all levels both internally and externally and provide effective customer service
- Demonstrated ability to work effectively as part of a team or individually
- Organised self-starter who is proactive
- Excellent interpersonal and communication skills

#### CAPABILITIES

#### Priority

<b>Organising and Executing</b>	Plans ahead and works in a systematic and organised way. Follows directions and procedures. Focuses on customer satisfaction and delivers a quality service or product to the agreed standards.	25%
<b>Adapting and Coping</b>	Adapts and responds well to change. Manages pressure effectively and copes well with setbacks.	20%
<b>Analysing and Interpreting</b>	Shows evidence of clear analytical thinking. Gets to the heart of complex problems and issues. Applies own expertise effectively. Quickly learns new technology. Communicates well in writing.	20%
<b>Enterprising and Performing</b>	Focuses on results and achieving personal work objectives. Works best when work is related closely to results and the impact of personal efforts is obvious. Shows an understanding of business commerce and finance. Seeks opportunities for self-development and career advancement.	15%
<b>Interacting and Presenting</b>	Communicates and networks effectively. Successfully persuades and influence others. Relates to others in a confident and relaxed manner.	10%
<b>Creating and Conceptualising</b>	Open to new ideas and experiences. Seeks out learning opportunities. Handles situations and problems with innovation and creativity. Thinks broadly and strategically. Supports and drives organisational change.	5%
<b>Leading and Deciding</b>	Takes ownership and exercises initiative. Gives direction and takes responsibility.	5%
<b>Organisational Values</b>	Demonstrated commitment to the promotion of the organisational values and ensures all tasks are completed safely and consistently with the values.	

#### SPECIAL CONSIDERATIONS

- Opportunity to participate in fire activities and where required, pass the annual fire fighter health risk evaluation comprising both the medical assessment and the fitness test
- Hold a current manual driver's licence

- Required to participate in the Performance Development process
- Required to achieve and maintain the required skills, certificates and accreditation to perform the requirements of the role
- Must comply and adhere to the organisations policies and procedures, including the Code of Conduct
- Out of hours work may be required and all staff are to be available for rostered fire duties on weekends, public holidays and outside normal work hours
- Must adhere to duty of care responsibilities to yourself and others under health and safety legislation