



POSITION DESCRIPTION

General Stream Band 1

POSITION TITLE:	Utility Officer
Entity	Legislature - General
Section	Facilities & Services
Reports To (role)	Utility Officer Supervisor
Direct Reports:	N/A
Award and Band Level	Tasmanian State Service Award Band 1
Employment status	Fixed Term - Full Time (up to 2 Years)
Full Time Equivalent (FTE)	1
Ordinary Hours per week	Average of 36.75 hours per week
Location	Parliament House, Hobart, Tasmania



RESPECT



INTEGRITY



TRUST



INCLUSIVITY



EMPOWERMENT



COLLABORATION

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 services, parliamentary reporting services, and people & 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 role of a Utility Officer is to provide consistent and high-quality cleaning services in an efficient and effective manner both in a team and individual environment to deliver a safe and appealing experience for those who visit or work in Parliament of Tasmania.

Key Accountabilities

- To comply with the applicable cleaning manual and undertake any prescribed work schedules and requests for ad hoc cleaning tasks efficiently and effectively.
- To perform the role with safety, accountability, and stakeholder focus top-of-mind.
- To ensure that property and facilities are presented and maintained to the required standard prescribed in applicable cleaning manuals and presentation standards.
- The ability to assist with the moving of furniture or other collection items
- To report maintenance and safety issues.
- To record work completed and attendance records as required.
- To wear the assigned uniform at all times whilst performing the role.
- 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

- The ability to work independently and as part of a team
- The ability to respect confidentiality in the workplace
- To continuously and critically assess the quality and appearance of a cleaned area to ensure the best possible presentation outcome

Key Relationships
<ul style="list-style-type: none"> • Facilities and Services Manager • Facilities Coordinator • Utility Officer Supervisor • Utility Officers

Level of responsibility
<ul style="list-style-type: none"> • To ensure day-to-day tasks to be undertaken are completed to a high standard with choices made based on established guidelines and instructions.

Essential requirements
<ul style="list-style-type: none"> • 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 in a fixed term role. • 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
<ul style="list-style-type: none"> • Previous experience working as a Utility Officer/Cleaner • Possess the physical capacity to handle heavy equipment required to perform the role

Selection Criteria	
Capability Name	Capability Indicators
<p>Judgement, common sense and strategic thinking</p> <p>applied to identify and analyse problems/key issues, determine alternative approaches and assess their consequences, and provide advice and recommendations.</p>	<ul style="list-style-type: none"> • Follows routine instructions and established procedures; • Provides accurate advice on routine issues; • Recognises the need to improve practices and processes to complete own work and provides suggestions for improvement.
<p>Delivers quality results</p> <p>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.</p>	<ul style="list-style-type: none"> • Takes personal responsibility for accurate completion of routine tasks within agreed priorities; • Reorganises own tasks to reflect changes in priority and advises supervisor if delays are imminent or task cannot be completed; • Effectively delivers tasks with a client focus.
<p>People and leadership skills</p> <p>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.</p>	<ul style="list-style-type: none"> • Effectively works in a team and actively participates in team discussions; • Identifies learning opportunities for self and discusses with supervisor. • Positively receives and responds to constructive feedback.

<p>Communicates effectively with colleagues and external stakeholders adapting communication styles to suit different situations.</p>	<ul style="list-style-type: none"> • Accurately prepares routine documentation using templates and forms; • Accurately communicates information and messages; • Actively listens to colleagues and clients ensuring their views have been understood and responds appropriately.
<p>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.</p>	<ul style="list-style-type: none"> • Co-operatively works with other team members to complete tasks; • Understands client needs; • Recognises that others have different views and experiences and values their input.
<p>Change responsiveness evidenced by an individual's response and approach to change including their ability to positively adapt, manage and implement change.</p>	<ul style="list-style-type: none"> • Aware of change and positively participates in change • Can adapt and be flexible as things change • Responds positively and effectively to unexpected change.
<p>Professional ethics Demonstrated capability to be ethical and professional.</p>	<ul style="list-style-type: none"> • 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.