



Forest Products Support Officer

Sustainable Timber Tasmania is a Government Business Enterprise with responsibilities for managing approximately 800,000 hectares of Tasmanian public production forest. STT undertakes forestry operations on this land and sells forest products. STT's purpose is to be a customer-focused and sustainable forest products and services provider, sustainably managing Permanent Timber Production Zone land for multiple-use as a community asset.

ORGANISATIONAL CONTEXT

Division:	Forest Products	Group:	Divisional Management
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POSITION PURPOSE

The Forest Products 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	Hobart
Industrial Instrument	Sustainable Timber Tasmania Enterprise Agreement 2018		
Broadband Classification	B		
Working relationships	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
- 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
- Maintain a high level of customer service (internal and external) in order to provide consistent, timely and accurate advice and service to internal and external stakeholders
- Provide assistance to the Finance team as directed by the Assistant General Manager – Forest Products for the timely and accurate maintenance of Master Files in the Sales and Contractor Management System (SCMS)
- Prepare and distribute communication documents from Forest Products to contractors as directed by Assistant General Manager – Forest Products
- Liaise with key stakeholders to effectively organise Forest Products and contractor events
- Assist in successfully delivering Forest Products projects in accordance with business needs and the organisation's compliance obligations, including the implementation of the truck overload management system.

QUALIFICATIONS, SKILLS, ABILITIES AND EXPERIENCE

- 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

<ul style="list-style-type: none"> ▪ 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	
Leading and Deciding	Takes control and exercises leadership. Initiates actions, gives direction and takes responsibility.
Interacting and Presenting	Communicates and networks effectively. Successfully persuades and influence others. Relates to others in a confident and relaxed manner.
Analysing and Interpreting	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.
Creating and Conceptualising	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.
Organising and Executing	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.
Adapting and Coping	Adapts and responds well to change. Manages pressure effectively and copes well with setbacks.
Enterprising and Performing	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.
Organisational Values	Demonstrated commitment to the promotion of the organisational values and ensures all tasks are completed safely and consistently with the values.
SPECIAL CONSIDERATIONS	
<ul style="list-style-type: none"> ▪ 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 	