



POSITION DESCRIPTION

Information Officer

Position Profile

Position Title:	Information Officer
Position Classification:	Level 2
Status:	38 hours per week, Monday to Friday
Reports to:	MSC Lead
Date issued/revised:	21 August 2020

About The Police Association Victoria (TPAV)

TPAV is among the most influential and high-profile trade unions in the state, representing the industrial, legal and welfare interests of more than 17,500 sworn police officers and protective services officers (PSOs) in Victoria.

Position Overview

Information Officers are TPAV's first-line responders for all member queries. Situated in TPAV's Member Support Centre (MSC) they are responsible for the effective and efficient management of incoming member communications, which include telephone, email and website enquiries.

Information Officers triage each communication and provide immediate advice and assistance to members. They identify and refer matters requiring advocacy to specialist areas, compiling all relevant information for the appropriate specialist team.

Information Officers report to the MSC Lead who reports to the Membership Engagement Manager. Information Officers assist TPAV in meeting key strategic objectives through the communication of key messages, both during and outside TPAV campaigns.

This role will provide expert training and ongoing development.

1. Main Duties/Responsibilities

- 1.1 Provide information and advice to members on first-line queries pertaining to industrial relations, welfare, discipline, OHS and WorkCover, TPAV campaigns, and member benefits and services
- 1.2 Answer all incoming member telephone calls in accordance with TPAV policy and member service delivery requirements
- 1.3 Respond to first-line correspondence and email/web-based queries in accordance with TPAV policy and member service delivery requirements
- 1.4 Ensure member interactions are recorded electronically in TPAV's membership system in accordance with TPAV practice and policy
- 1.5 Identify where a member requires advocacy and compile all relevant information from the member for escalation to the relevant specialist team
- 1.6 Make strategic outbound calls during and outside TPAV campaigns

- 1.7 Give professional advice on a range of TPAV member benefits
- 1.8 Engage in continuous training and development and ensure familiarisation with Victoria Police policies, Enterprise Agreements and legislation relevant to the role of the Information Officer and the needs of TPAV members

2. Key Relationships

- 2.1 Management and staff within TPAV
- 2.2 TPAV members

3. Selection Criteria

- 3.1 Demonstrated industrial relations experience/knowledge
- 3.2 Have a commitment to trade union values
- 3.3 Strong empathy for TPAV members and the issues they face as police officers and PSOs
- 3.4 Have the ability to communicate effectively with members from a variety of ranks, units and positions of seniority
- 3.5 Maturity and discretion to maintain integrity of confidential or sensitive information
- 3.6 Demonstrated ability to operate under pressure within time constraints, both independently and as part of a team
- 3.7 Demonstrated organisational skills, including the ability to multi-task and meet deadlines
- 3.8 Demonstrated ability to assess complex situations and make decisions based on the level of priority
- 3.9 Commitment to continuous improvement and innovation
- 3.10 Sound IT skills, including capacity to use membership database software and MS Office applications

4. Qualifications & Experience

- 4.1 Demonstrated experience working in a membership or customer-based organisation
- 4.2 Workcover knowledge and/or experience highly desirable
- 4.3 Successful applicants will need to undergo a police clearance (Victoria Police consent to check and release national police record)

5. Terms & Conditions of Employment

- 5.1 All terms and conditions of employment are set out in *TPAV Enterprise Agreement 2020*.