**Job Description Form**

**Business Support Officer**

**POSITION DETAILS**

Classification Level: Level 3

Award/Agreement: PSA 1992 / PSGOGA 2017

Position Status: Permanent Full Time

Organisation Unit: Service Delivery – Pilbara Region

Job Family/Group: Corporate Business / Clerical Administration

Physical Location: South Hedland/Karratha

JDF Review Date: 06 March 2018

Position Creation Date: 4 July 2014 – Rick Wemyss

**REPORTING RELATIONSHIP**

This position reports to: Manager Housing Services PN 00141422, Level 6

This position has no subordinates.

**ABOUT THE DEPARTMENT**

The Department of Communities - Housing is an affordable housing provider involved in land development, housing construction and property management. Working in partnership to build economic and social prosperity by enabling Western Australians to have a place to call home.

The Agency promotes a high standard of Equal Opportunity, Occupational Health and Safety, and ethical principles/practices. It is a requirement that relevant safety procedures/guidelines and equal opportunity principles are applied at all times.

**ROLE STATEMENT**

The Business Support Officer provides effective and efficient business and administrative support to Regional management. Assists with the performance of Region and Directorate functions and coordinates Ministerial and other documentation for the Region.

**CORE DUTIES AND RESPONSIBILITIES**

1. **ADMINISTRATIVE**
   1. Assist with the performance of Region and Directorate tasks, such as projects, contracts, analysis, research, report, documentation and correspondence.
   2. Liaises with officers of the Housing Authority, government departments (both state and federal) and other clients of the Region.
   3. Carries out investigations and, where appropriate, researches material as directed.
   4. Prepares responses to correspondence as directed.
   5. Follows up on actions initiated by Region management.
   6. Undertakes research and analysis into matters associated with Region activities.
   7. Provides administrative support to the Region.
   8. Receives telephone calls and visitors, and assists with other confidential matters on behalf of Region members.
2. **OFFICE SYSTEMS**
   1. Prepares professional documents and submissions utilising available office systems technology, including PowerPoint presentations and spreadsheets.
   2. Maintains an effective correspondence, contacts and file tracking system and follows-up actions initiated by Region management.
3. **OTHER**
   1. Promotes a high standard of Equal Opportunity and Diversity, personal conduct, and Occupational Safety and Health in the workplace.
   2. Applies the organisation’s leadership and values principles.
   3. Performs other duties as directed.

**SELECTION CRITERIA**

**ESSENTIAL**

1. Demonstrated experience in the provision of administrative and secretarial support at senior levels.
2. Experience in PC-based applications including word processing, spreadsheets, and presentation packages.
3. Well-developed interpersonal skills including experience in dealing with staff at senior levels, and contributing positively as part of a team.
4. Well-developed communication skills both written and oral, with the ability to prepare correspondence and reports.
5. Well-developed organisational skills with the ability to manage a diverse workload within time constraints.
6. Analytical and problem-solving skills including demonstrated ability to undertake research.
7. Current ‘C’ Class driver’s license.

**DESIRABLE**

1. Knowledge of the operations of the Housing Authority.

**SPECIAL APPOINTMENT REQUIREMENTS**

Nil