



Job Description Form

Administration Assistant

Greenough Regional Prison

Position details

Classification Level:	2
Award/Agreement:	Public Service Award 1992 / Public Sector CSA Agreement (and subsequent agreement/s)
Position Status:	Permanent
Organisation Unit:	Corrective Services, Adult Male Prisons
Physical Location:	Greenough Regional Prison

Reporting relationships

Responsible to:	001522 Business Manager – Level 6
This position:	009503, 017275, 017276 Administration Assistant – Level 2
Direct reports:	NIL

Overview of the position

The Administration Assistant plays a key role in ensuring the smooth and efficient functioning of various operational areas, including Administration, Finance, and Human Resources. This position is responsible for providing high-level administrative and clerical support to senior management and staff, contributing to the overall effectiveness and operation of Greenough Regional Prison.

This position supports business areas by performing data entry, scheduling appointments, and maintaining accurate records across various systems. The role includes providing relief assistance in the Finance (including cashier duties) and Human Resource functions, as directed by management, ensuring continuity of service during staff absences or peak periods.

Job description

As part of the Greenough team, the successful applicant will be expected to:

- Always consider the unique risks associated with the Department's activities when undertaking all duties

- Communicate effectively, model integrity and respect in all interactions
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity
- Operate within the Department's chain of command to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively with staff in other directorates and within the division to achieve common goals and best practice and facilitate business improvements as appropriate, demonstrated analytical problem-solving skills, customer focus and alignment with Departmental strategic objectives
- Drive and support organisational change and continuous improvement by actively contributing to achieve the Department's vision, mission and priorities
- Support cultural and management reforms within the Department

Role specific responsibilities

Administration

- Provide high-level administrative and clerical support to senior management and staff, ensuring professional customer service to internal and external stakeholders, including reception and switchboard responsibilities.
- Book prisoner social and official visits, including telephone and eVisit appointments, and provides basic IT assistance or tutorials for eVisit users as needed.
- Process prisoner mail, welfare documentation, and meeting records, contributing to internal communication and welfare processes

Finance

- Support financial operations by maintaining and verifying accounts for payment, liaising with suppliers, assisting with quote preparation, and recording purchases and financial data into relevant systems.
- Perform cashier duties and assists with monitoring requisitions, assessing purchasing costs, and identifying potential savings for the facility.
- Support asset and inventory management, including conducting audits, processing maintenance requests, and updating systems related to facilities, equipment, and stores.

Human Resources

- Assist with Human Resource functions, including maintaining confidential personnel records, processing leave and payroll-related applications, and providing advice on HR policies, entitlements, and award interpretations.

General

- Contribute to a positive, ethical, and innovative workplace, actively participating in team activities, continuous improvement initiatives, and change management efforts in line with departmental values and policies.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to understand the Department's values and objectives how they are relevant in assigned work, and to work under direct supervision to meet timelines and priorities.

Achieve Results

The ability to see tasks through to completion; rescheduling and reorganising work to reflect changes in priority. Applies own expertise to work tasks, learn new products and services and maintain accurate records and file.

Builds Productive Relationships

The capacity to responds under direction to changes in client needs and expectations, manage progress and keeps clients informed and provide prompt and courteous service, as well as the capacity to recognise the value of individual differences and work styles.

Exemplifies Personal Integrity and Self-Awareness

A demonstrated commitment to adhere to the Code of Conduct, behave honestly and ethically. Applies self to meet objectives, stay calm and professional under pressure, and provide accurate information to others. Provides accurate information, checks and confirms accuracy prior to release. Acknowledges mistakes and learns from them and seeks guidance and advice when required.

Communicates and Influences Effectively

The ability to explain information using language appropriate to the client while limiting the use of jargon, listen and ask questions to ensure understanding and to confirm that the message has been understood and to discuss issues calmly.

Role Specific Criteria

- Demonstrated communication and customer service skills.
- Computer knowledge with a familiarity of Microsoft business applications including MS Teams, and a high accuracy rate for data entry.
- Ability to effectively prioritise, organise and complete work within set time frames.
- Proven ability to participate in work groups, establish and manage effective workplace relationships to achieve positive outcomes.

Special requirements/equipment

The position holder must hold a current valid 'C' or 'C-A' class driver's licence or equivalent.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Superintendent

Signature: _____ Date: _____

HR certification date: September 2025