



Job Description Administration Officer Level 2

Position Number:	00036172	FTE:	1.0
Directorate:	Service Delivery	Branch:	Service Delivery Strategy
Location:	Osborne Park	Position Status:	Permanent
Agreement/Award:	Public Service Award 1992 Public Sector CSA Agreement 2024 or as replaced		

Reporting Relationships

Reports to:

Apprenticeship Officer, Level 4

Other officers reporting to the above office:

Apprenticeship Support Officer, Level 3 (x2)

Administration Officer, Level 2

This Office – officers under direct responsibility:

No direct reports

Key Role Statement

The Administration Officer provides a consistent and efficient service to support a wide range of stakeholders in order to facilitate their engagement within the apprenticeship and traineeship system in Western Australia.

Key Responsibilities

- Provides advice and education to internal and external stakeholders on matters relating to the apprenticeship system.
- Undertakes assessments on training contracts and changes to training contract applications made under the terms of part 7 of the *Vocational Education and Training Act 1996* and associated Regulations and policies.
- Administratively manages the issuance of trade certificates.
- Actively engages with the Apprenticeship Office call centre operations.
- Provides assistance with other projects, tasks or duties as directed in order to achieve operational needs.

Expected Leadership Behaviours

The role occupant is expected to consciously adopt the behaviours and mindsets aligned to the position's **Personal Leadership** context. The following outlines the key leadership behaviours in action pertinent to this position.

- **Lead collectively** - You complete your work to a high standard and ensure information is accurate.
- **Think through complexity** - You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise.
- **Embody the spirit of the public service** - You complete your work practices in accordance with the policies and procedures of your work area, seeking clarification and guidance as necessary.

Selection Criteria

Essential

- Proven ability to follow legislative requirements and organisational processes accurately and efficiently.
- Demonstrated application of organisational skills and time management skills to meet operational requirements.
- Demonstrated ability to work effectively in a team or autonomously.
- Good verbal and written communication skills including the ability to deliver excellent customer service.

Other Requirements

- May be required to work from any Department worksite.

Values

Our values reflect the way we go about our work with our partners, stakeholders and each other.

- We find solutions, deliver and do things well.
- We have integrity and courage.
- We respect, trust and care for each other.
- We know diversity makes us stronger

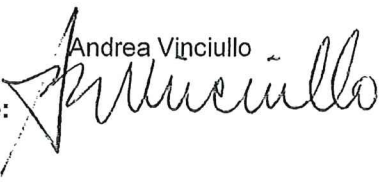
CERTIFICATION

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Branch Director:

Name: Andrea Vinciullo

Position: A/Director Service Delivery Strategy

Signature: 

Date: 2.10.25

Delegated Authority:

Name: Grant Goldfinch

Position: Executive Director Service Delivery

Signature: 

Date: 3 October 2025

HR USE ONLY

Date Registered on Content Manager: 3.10.25

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