



Job Description Program Support Officer Level 3

Position Number:	00036320	FTE:	1.0
Directorate:	Service Delivery	Branch:	Service Delivery Strategy
Location:	Osborne Park	Position Status:	Permanent
Agreement/Award:	<i>Public Service Award 1992 Public Sector CSA Agreement 2024 or as replaced</i>		

Reporting Relationships

Reports to:

Senior Program Coordinator, Level 6

Other officers reporting to the above office:

Senior Program Support Officer, Level 5 (x2)

Program Support Officer, Level 3 (x3)

This Office – officers under direct responsibility:

No direct reports

Key Role Statement

The Program Support Officer is responsible for assisting with the administration of the Department of Training and Workforce Development's State Government Incentives.

Key Responsibilities

- Applies an understanding of the business rules for each incentive program, to identify claim applications that require further information, investigation or refusal and uses judgement to refer these claims to the Senior Program Support Officer as required.
 - Assesses supporting evidence submitted by claimants to ensure that it meets the requirements of the relevant incentive terms and conditions for a valid claim submission.
 - Provides accurate advice, and assistance to internal and external stakeholders on matters relating to State Government Incentives.
 - Assists with quality assurance processes and participates in internal audits as required to ensure that the integrity of the State Government Incentives program is maintained.
 - Liaises with stakeholders as the first point of contact regarding claims for incentives.
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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 acknowledge the relationship between your work and the value it contributes to your team. 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.
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Selection Criteria

Essential

- Demonstrated ability to identify, investigate and clarify issues along with demonstrated experience in a client service role.
 - Ability to work within a team environment to achieve outcomes.
 - Demonstrated ability to use communication and interpersonal skills to engage with stakeholders and explain issues in a clear and concise manner.
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- Organisational and administrative skills including knowledge of general financial principles and procedures and the ability to use a range of computer applications and databases including CRM Dynamics 365 or other complex databases.

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:

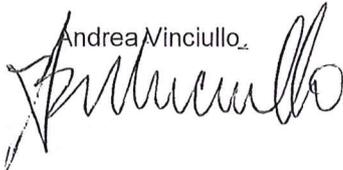
Name:

Andrea Vinciullo

Position:

A/Director Service Delivery Strategy

Signature:



Date:

14.10.25

Delegated Authority:

Name:

Grant Goldfinch

Position:

Executive Director Service Delivery

Signature:



Date:

15 October 2025

HR USE ONLY

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