



Administrative Assistant Statewide Services

Position number	00011761
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 2
Reports to	Business Coordinator (Level 5)
Direct reports	Nil

Context

The Department of Education's strategic directions outline the commitment for every child, from Kindergarten to Year 12 to have access to high quality education underpinned by excellence in teaching and quality leadership. This is an education that meets the needs of the learner, preparing them for future success.

Statewide Services provides the services and supports required by schools to enable student achievement, with a focus on those students and schools that need it most. It encompasses both school and system-facing service delivery. While it primarily exists to support schools, it also has an important system-facing role supporting strategy and policy development.

Visit education.wa.edu.au for more information about the Department of Education.

Key responsibilities

- Use advanced features in Microsoft products to prepare documents, including brochures, spreadsheets, charts, and tables.
- Manage incoming telephone calls and visitor enquiries from internal and external clients.
- Provide a high level of customer service including ensuring queries and visitors are received and assisted in a professional manner.
- Collaborate with stakeholders to support the services, projects and programs within the organisation.
- Provide clerical and administrative support as required.
- Prepare, process and deliver incoming and outgoing correspondence, action routine matters by drafting responses and prepare basic reports; ensuring correspondence protocols are followed.
- Monitor workflows to ensure deadlines are met.

- Prepare and distribute agendas, taking of minutes and associated documents and undertake follow up action when required.
- Establish, maintain and update databases; undertake data collection, data entry and processing; and maintain effective records and information databases in accordance with the *State Recordkeeping Act 2000*.
- Maintain an effective correspondence filing system for corporate information and records relating to projects, initiatives, committees and other branch activities.
- Coordinate and/or arrange travel and accommodation, including logistics, preparing travel documents and booking flights and accommodation.
- Coordinate the use of office equipment and other minor purchases and maintain stationery supplies and asset registers.
- Support professional learning events and workshops and provide support to achieve issue resolution.
- Assist managerial staff meet their financial, procurement and human resources responsibilities, including reconciling credit card expenditure, checking certification reports and invoices and monitoring expenditure.
- Work within teams and across business units to ensure integrated service delivery to schools and the system.
- Work in a culturally responsive and context specific manner to productively and respectfully engage stakeholders.

Selection criteria

1. Demonstrated experience with Microsoft Office suite in clerical and general administrative duties, including advanced word processing skills and proficiency with spreadsheets and databases and experience using an electronic records management system.
2. Demonstrated good written, oral communication and interpersonal skills with the ability to liaise effectively with a wide range of individuals and provide customer-focussed services.
3. Demonstrated experience in purchasing, processing accounts for payment and monitoring expenditure for a work unit.
4. Demonstrated initiative and good organisational skills with the ability to meet competing priorities in a fast-paced business environment.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

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

ENDORSED

Date 19 May 2025
Reference D25/0449876