

JOB DESCRIPTION FORM

Administrative and Project Support Officer

Position number:	SBD13133	Directorate:	Commissioner's Office
Classification:	Level 3	Agreement:	PS CSA Agreement 2024 or as replaced
Location:	Perth	Leadership context:	Personal Leadership

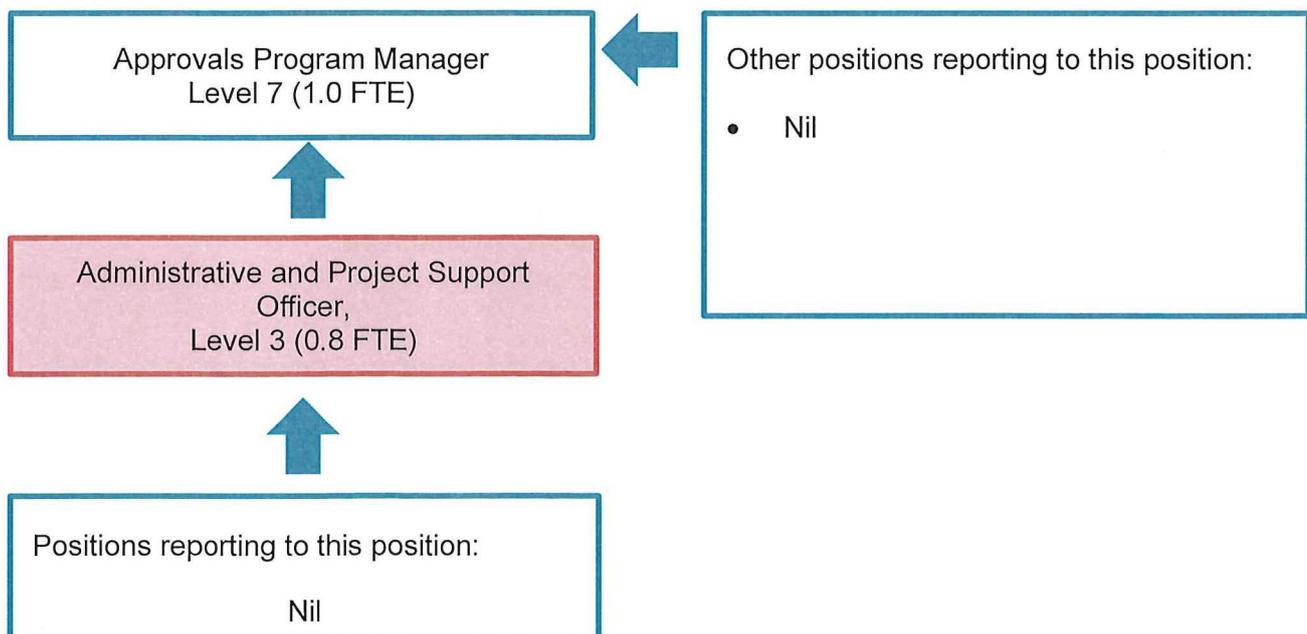
Operational Context

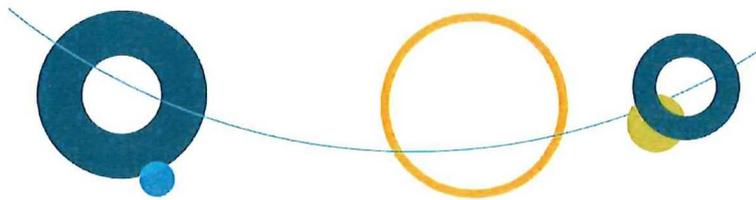
The **Commissioner's Office directorate** provides strategic oversight and leadership to ensure that the Small Business Commissioner can optimise their advocacy, investigative, and reporting powers, and leverage alliances to improve the operating environment for small businesses (SBs). The office coordinates advice to the Board, Commissioner and Small Business Minister on Small Business Development Corporation (SBDC) activities and projects ensuring alignment with the Commissioner's agenda for the SB sector.

Role Overview

The Administrative Officer provides administrative, procurement and project management support to the Government funded Small Business Friendly State Government Approvals Program. Reporting to the Approvals Program Manager, the Administrative and Project Support Officer assists with general project management functions, including research and analysis, coordinating activities, resources, stakeholder engagement, record management, procurement tasks and expenditure tracking relating to the project.

Reporting relationships





Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Provides a comprehensive level of administration support to the Approvals Program team across a range of project activities with competing priorities and deadlines.
- Develops and manages a project calendar to track project priorities and deliverables, ensuring timely updates to reflect the current project status and decisions
- Maintains accurate project progression records in the SBDC's record management system, ensuring quality, consistency, and compliance with formatting standards.
- Manages schedules and diaries for the SBDC Approvals Team, and coordinates meetings, workshops and stakeholder forums, including all logistics requirements.
- Organises travel and accommodation and assists with hospitality arrangements as required in accordance with the Corporation's procedures.
- Prepares and distributes meeting agendas, minutes, action sheets, and written correspondence; coordinates meeting logistics and supports the development of program materials.
- Contributes to project outcomes, ensuring effective preparation and efficient flow of correspondence such as reports, memos, briefing notes, and other documents incorporating research and feedback.
- Supports the delivery of strategic projects by conducting research, analysis, and evaluation of regulatory processes impacting small businesses, ensuring alignment with legislative and procedural requirements.
- Contributes to the development and implementation of project management systems, tools, and practices to enhance the efficiency and effectiveness of the Approvals Team's operations.
- Provides a high level of customer service by developing and maintaining strong collaborative working relationships, maintaining regularly communications with internal and external stakeholders, including the Approvals Team, senior government officers and consultants
- Provides administrative support for procurement and contract activities, including sourcing suppliers, raising requisitions, creating purchase orders, and maintaining records in line with the Corporation's delegations and State Government procurement policies; liaises with Finance to ensure timely processing of invoices and purchasing transactions.

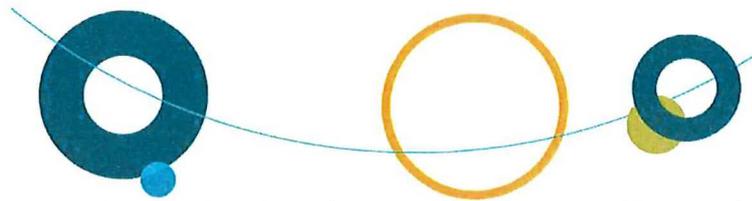
Corporate Responsibilities

- Takes reasonable care to protect the safety and well-being of self and others.
- Complies with the Corporation's policies and procedures.
- Undertakes other duties as directed, that may include the transfer of the officer for a discrete period to respond to emergency situations as directed by Government.
- Maintains a client focus by ensuring that customer needs are resolved in a professional and timely manner.

Role Specific Requirements

Essential

1. Demonstrated project management support experience and the ability to contribute to the development and implementation of efficient project and administrative processes.
2. Demonstrated well-developed written, oral and interpersonal skills and a proven ability to communicate with a range of stakeholders and staff.



3. Demonstrated ability to provide project and administrative support across multiple projects and work within project management frameworks.
4. Demonstrated computing and word processing skills, including the use of Microsoft Office Suite and using record management systems and ability to work both in a team and independently, showing initiative and flexibility in approach to work.
5. Well-developed organisational skills with the ability to manage a diverse workload within time constraints.
6. Effective interpersonal skills including the ability to liaise, problem solve and negotiate, with project stakeholders and in a variety of contexts and work collaboratively and positively in a team environment.

Desirable

1. Knowledge of procurement policies and guidelines relevant to the public sector.

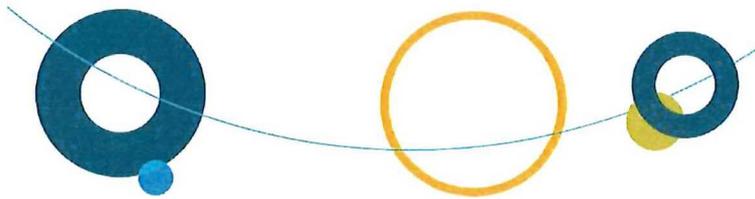
Expected Leadership Behaviours

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles.

Leadership in this position is about the work of individuals not yet in traditional leadership positions who make a direct and immediate difference to the Corporation.

While it is expected that the occupant will demonstrate all leadership behaviours within the [Personal Leadership context](#), the following outlines those that are required to undertake this position:

Lead collectively	<ul style="list-style-type: none"> • You proactively build strong working relationships with members of your team and use these relationships to achieve your objectives and deliverables to a high standard.
Think through complexity	<ul style="list-style-type: none"> • You think critically and strategically to solve problems and enhance effectiveness. • You know where to find relevant information and use a common sense approach to research and analyse, and then make evidence-based recommendations.
Dynamically sense the environment	<ul style="list-style-type: none"> • You seek to understand expectations and problems by listening actively and asking clarifying questions. • You adapt your communications style and language depending on your target audience, negotiating confidently and respectfully.
Deliver on high leverage areas	<ul style="list-style-type: none"> • Under the supervision of your manager, you work to meet specified timelines and priorities, completing your work to a high standard. • You display personal resilience to overcome obstacles and challenges, seeking support from your manager when necessary.
Build capability	<ul style="list-style-type: none"> • You engage in processes and activities that grow the team's capability and effectiveness.
Embody the spirit of public service	<ul style="list-style-type: none"> • You role model respect for the spirit of service, and encourage and support your peers to consistently behave in line with the ethics of the sector.
Lead adaptively	<ul style="list-style-type: none"> • You are continually learning and adjusting your approach to be effective in the changing work environment.

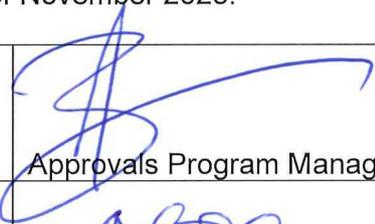


Special Requirements

Upon commencement and every five years, the Corporation will seek a National Police Certificate for the occupant of this position.

Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements as of November 2025.

Approved:	 Approvals Program Manager
Approved:	 Director Commissioner's Office