



# Program Support Officer

## POSITION DESCRIPTION FORM

**Region / Portfolio:**

Operations Support

**Directorate / Command / District / Division:**

Cultural Engagement and Events Division

**Position Description Number:**

Generic 738

**Level:**

Level 3

**Work Unit:**

Various

**Employment Conditions**

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Industrial Agreement/Award: Current PSA, PSCSAA and if applicable Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Perth

**Position Objective**

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Provides support for allocated projects or components of more complex projects and contributes to the development of initiatives at the branch, portfolio, or agency level related to culturally and religiously diverse communities. Provides research, administrative and secretariat support to projects, events and programs, and liaises with stakeholders, both internally and externally.

**Role of Work Unit**

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The Cultural Engagement and Events Division (CEED) builds community confidence and contributes to the reduction of community harm and reduced victimisation. The Division has responsibilities for engaging the diverse cultural and linguistic community groups and supports frontline officer and specialist units with the provision of subject matter experts.

**Reporting Relationships**

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This position may report to either a:

- Juvenile Justice Senior Supervisor, Senior Sergeant
- Project Leader, Level 5
- Education Coordinator and Development Officer, Level 5
- Community Liaison Coordinator, Sergeant

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

Position Title: Program Support Officer	Level: Level 3	Position Number: Generic 738
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## Key Accountabilities

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### 1 Program/Project Support (90%)

- 1.1 Provides support for allocated projects or components of more complex projects and contributes to the development of initiatives at the branch, portfolio, or agency level related to culturally and religiously diverse communities.
- 1.2 Participates in the implementation and/or evaluation of initiatives, events and project outcomes as required.
- 1.3 Researches and prepares materials to support legislative development and reform related to culturally and religiously diverse communities.
- 1.5 Assists in evaluating the impact of legislative changes and identifying areas for improvement to support effective policing outcomes.
- 1.6 Provides secretariat and administrative support to the unit and provides assistance to other team members as required.
- 1.7 Manages correspondence, ensuring that issues raised are addressed promptly and to a high standard.
- 1.8 Prioritises incoming, confidential, and sensitive correspondence, directing enquiries to appropriate officers.
- 1.9 Coordinates and participates in internal and external meetings as required, prepares agendas, minutes, and follows up on action items as necessary.
- 1.10 Assists in the preparation of executive briefing notes, drafts responses to ministerial correspondence and parliamentary questions.
- 1.11 Develops briefing materials, administrative instructions, and supporting documentation in suitable formats to support event planning and delivery.
- 1.12 Builds and maintains strong working relationships with internal teams and external stakeholders.
- 1.13 Liaises and provides information to other government agencies, local government authorities, community organisations and other key stakeholders on divisional matters.
- 1.14 Supports and assists with the delivery of events, education, policies, procedures, standards and protocols related to culturally and religiously diverse communities.
- 1.15 Engages with stakeholders, coordinates visitors in an office setting and liaises with guests at events.
- 1.16 Schedules and actively participates in post-event debriefings to identify issues, evaluate outcomes, and proposes actionable improvements for future events.

### 2 Administration (5%)

- 2.1 Participates and applies Good Governance practices and processes.
- 2.2 Monitors and maintains data information to track service provision requests, expressions of interest, funding allocations and contributes to the preparation of related reports.
- 2.3 Initiates, monitors and tracks invoices and makes payments as it relates to divisional requirements.
- 2.4 Assists with monitoring funded projects to ensure compliance with the terms and conditions of funding, service agreements and the acquittal process.

### 3 Other (5%)

- 3.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably
- 3.2 Demonstrates and advocates a high level of ethics and integrity in accordance with the agency's professional standards and Code of Conduct including reporting wrongdoing.
- 3.3 Undertakes other duties as directed.

Position Title: Program Support Officer	Level: Level 3	Position Number: Generic 738
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## Work Related Requirements

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### Essential

### Context in which work related requirements will be applied and or general standard expected.

Communication and interpersonal skills

Participating in meetings. Preparing general reports, memos and correspondence. Conveying information to diverse audiences with clarity. Liaising with internal and external stakeholders at all levels.

Stakeholder engagement skills

Building and maintaining productive relationships internally and externally to facilitate co-operation, partnerships and working collaboratively as a team, leverages diverse views and perspectives and promotes a culture of customer service.

Knowledge of issues and trends related to culturally and religiously diverse communities.

Understanding issues and trends affecting culturally and religiously diverse communities at local, national and international levels.

Research skills

Sourcing information, exporting data from systems, and analysing data. Researching information. Identifying issues and presenting possible solutions.

Secretariat and administrative skills

Preparing agendas, taking and distributing minutes at a project level. Monitoring expenditure and providing financial reports. Managing own workload effectively by planning and prioritising work to meet deadlines.

## Capability Framework

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The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

## Leadership Context

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We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is **Personal Leadership**.

## Certification

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These details are an accurate statement of the duties, responsibilities and other requirements of the position.

Position Title and Work Unit	Name	Date
Senior Organisational Design Consultant Organisational Design and Analysis	Julie Ismail	08/09/2025
Commander Operations Support	Levinia Hugo	18/10/2025