



## BUSINESS SUPPORT OFFICER

Position Number: 006961 Level: 4

ANZSCO: 531111

## JOB DESCRIPTION FORM

### THE ROLE

This position supports the State Bushfire Mitigation Branch across a variety of business support functions, including coordinating workflows, record keeping, planning and scheduling bushfire mitigation activities, meeting and event support and facility management.

The Business Support Officer is also the central point of contact for enquiries and contributes to general administrative support for the business area, such as drafting briefing notes, reports, correspondence and undertaking research to support DFES' mitigation programs.

### REPORTING RELATIONSHIPS

#### ORG STRUCTURE

Rural Fire Division  
State Bushfire Mitigation

#### THIS ROLE REPORTS TO

Business Development Manager

(006567)

Level 7

#### POSITIONS THAT REPORT TO THIS ROLE

Nil

### POSITION INFORMATION

#### LOCATION

91 Leake Street, Belmont

#### SPECIAL CONDITIONS

The Department is an emergency services organisation and all employees may be required to work business hours or outside of normal business hours to assist with emergencies.

## SPECIFIC RESPONSIBILITIES

*DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Work Health and Safety legislation along with the Department's Code of Conduct and Policies/Procedures and other relevant legislation.*

### **Business Support**

- Provides business support for the Bushfire Mitigation Branch, including record-keeping, reporting, preparation of agendas and minutes, preparation of briefing materials and correspondence, meeting arrangements, travel coordination and payment of invoices.
- Assists with incoming enquiries.
- Supports the planning and scheduling of mitigation activities and ensures necessary documentation and tasks are completed in accordance with relevant policies and procedures.
- Liaises with internal and external stakeholders to facilitate the timely and effective delivery of mitigation activities.
- Assists with arrangements for official functions, events and training for the Bushfire Mitigation Branch.
- Undertakes facility management activities, including contractor management, monitoring of mail services and car parking arrangements.
- Maintains and updates administrative practices, systems and procedures to improve efficiency and service delivery.
- Develops business processes to support service delivery.

### **Ministerial and Executive Workflow Management**

- Coordinates ministerial workflow activities, including required tracking, lodging, reporting and record-keeping.
- Maintains an effective correspondence, contacts and file tracking system and follows-up actions initiated.

### **Research, Analysis and Project Work**

- Investigates and reports on internal and external initiatives that may benefit DFES' mitigation programs.
- Undertakes research and analysis activities to support informed decision-making and planning.
- Supports the quality assurance and development of DFES' mitigation programs through the analysis of data and preparation of statistical reports.
- Provides support to the Bushfire Mitigation Branch in the development and delivery of complex or strategic projects, as directed.

### **Other**

- Reporting all health and safety hazards, near misses and injuries.
- Actively participate in managing risk and resolving health and safety issues and promoting a safe place of work.
- Undertakes other duties as required.

## EXPECTED LEADERSHIP BEHAVIOURS

Leadership Expectations are critical to the success of DFES and provide a clear understanding of the expected behaviours for all public sector employees. This position aligns to the context of **Personal Leadership**, and it is essential that you demonstrate the required behaviours below to undertake this role:

	Behavioural Descriptor
Lead collectively	Seek and build key relationships, work together and focus on the greater good.
Think through complexity	Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
Dynamically sense the environment	Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
Deliver on high leverage areas	Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
Build capability	Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
Embody the spirit of public service	Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.
Lead adaptively	Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

## SELECTION CRITERIA

*Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.*

### ESSENTIAL CRITERIA

1. Demonstrated ability to prioritise, organise and complete business activities within agreed and/or competing timeframes.
2. Demonstrated ability to monitor workflows, ensure completion of required activities within timeframes, and maintain required records to a very high standard.
3. Excellent interpersonal and communication skills and demonstrated experience working as a contact point for a wide variety of stakeholders.
4. Excellent analytical and problem-solving skills, and demonstrated ability to produce high-quality research, correspondence and reports.
5. Experience undertaking facility and asset management activities.

## CERTIFICATION

Version	Description			
Vs 1.0	Created	8 August 2025	8 August 2025	Tasha McMenamin