



Service Delivery Trainee

Branch:	Various
Directorate:	Various
Position Number:	Various
Classification:	Level 1
Physical Location:	Various
Award/Agreement:	Public Service Award & Public Sector CSA Agreement 2024

Our purpose: Empowering a thriving community

The Department of Transport and Major Infrastructure (DTMI) together with Main Roads WA and the Public Transport Authority forms the Transport Portfolio. DTMI seeks to connect people and places to keep Western Australia moving towards a safer, healthier, and more sustainable future.

Join us and work in a role where you can bring your best self to work and leave work having been seen and heard, and able to contribute meaningfully to the communities throughout Western Australia. DTMI promotes a diverse workforce and embraces a high standard of equal opportunity, health and safety, and ethical practice. DTMI is a values-based organisation committed to empowering a thriving community.



COLLABORATION

Working **together**, we get things done.



WELLBEING

Looking after **ourselves** and supporting **others**.



ADAPTABILITY

Always open to **possibilities**.



ACCOUNTABILITY

Taking ownership, we **deliver**.

Overall purpose of the role

The Service Delivery Trainee provides administrative and business support to the team. The role contributes to effective service delivery by assisting with general office tasks, supporting stakeholder communication processes, maintaining accurate information systems, and ensuring the smooth running of day-to-day administrative activities. The trainee will gain skills and experience across a range of administrative functions within a supportive learning environment.

Work description

- Provide general business, program, project and administrative support services for the team.
- Undertake office support activities, including managing minor office equipment, maintaining office supplies, and processing stationery and consumable orders.
- Support the preparation, formatting and distribution of documents, correspondence, presentations and educational materials.
- Assist with maintaining and updating documentation, including publications, stakeholder databases and web-based content.
- Assist with administration and recordkeeping tasks, including filing, data entry, archiving and document tracking to comply with departmental and legislative requirements.
- Provide customer service support, responding to basic enquiries from internal and external stakeholders and referring matters appropriately.
- Participate in team activities and provide assistance to other administrative staff as required.
- Follow workplace procedures and contribute to continuous improvement initiatives.

Work related requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

Criteria:

Essential:

Initiative and Reliability

1. Demonstrates reliability and accountability by following through on commitments, managing time effectively, and taking responsibility for tasks or obligations.

Learning and Willingness to Develop

2. Shows interest in learning new skills and developing knowledge.
3. Demonstrates curiosity, openness to feedback, and a willingness to participate in training or skill-building opportunities.

Positive Engagement & Support Seeking

4. Builds and maintains respectful relationships and engages positively with others.

Resilience & Adaptability

5. Demonstrates persistence when faced with challenges and an ability to adapt to change.
6. Shows resourcefulness, problem-solving abilities, and an emerging capacity to learn from experience.

Desirable:

Nil

Reporting relationships



This Position



Allowances/Special conditions

- A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position.

Certification

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

Chief People Officer