

JOB DESCRIPTION FORM

Executive Support Officer (PCO05198), Level 4

Division	Ombudsman	Location	Perth CBD
Branch	Complaint Resolution	Effective Date	August 2025

Context statement

The office of the Ombudsman has five principal functions. The office:

- Receives, investigates and resolves complaints about State Government agencies and local governments;
- Reviews child deaths and family and domestic violence fatalities;
- Undertakes own motion investigations;
- Undertakes the Reportable Conduct Scheme; and
- Undertakes a range of additional functions, including statutory inspection and monitoring functions.

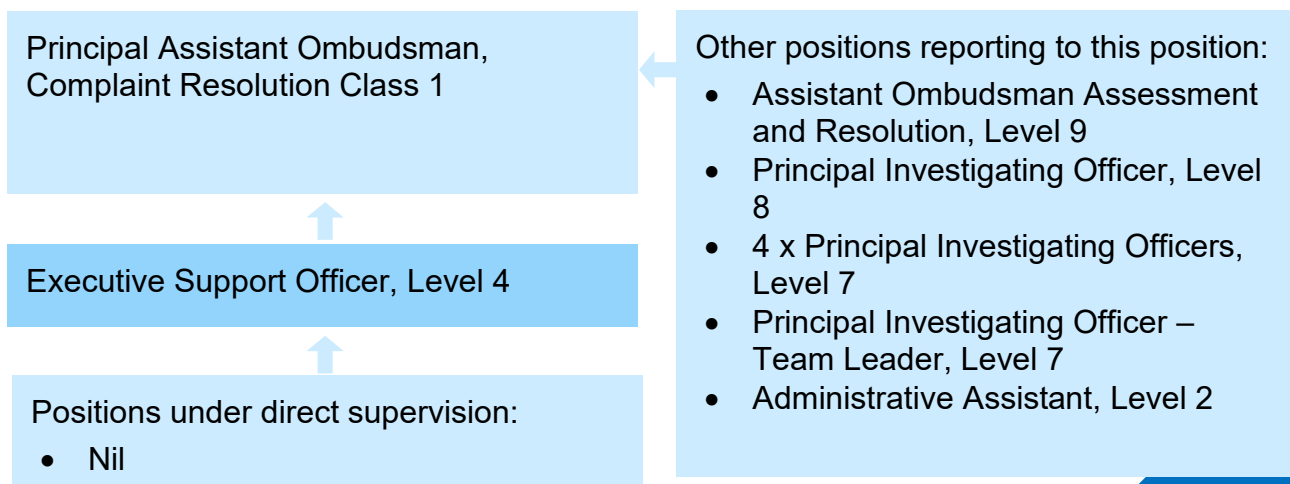
The Ombudsman also undertakes the role of the Energy and Water Ombudsman.

Role of the position

The Executive Support Officer is responsible for:

- Providing a comprehensive administrative and project support service to the Principal Assistant Ombudsman, Complaint Resolution..
- Contributing to the efficient operations of the Office by providing administrative support for the Principal Assistant Ombudsman's function of the Office.

Reporting Relationships



Responsibilities of the position

EXECUTIVE AND ADMINISTRATIVE PROJECT SUPPORT

- Under the direction of the Principal Assistant Ombudsman,, provides an administrative and project support service to the Principal Assistant Ombudsman including scheduling of, and preparation for, forward work commitments.
- Provides a customer service and reception referral point for telephone calls and visitors to the Complaint Resolution Team and receives phone calls and re-directs to other staff as appropriate including receiving and dealing with confidential and sensitive enquiries.
- Examines all files, correspondence and notifications directed to the Principal Assistant Ombudsman and presents these in an organised manner, including managing confidential files, prioritising, monitoring and directing incoming correspondence and notifications.
- Drafts responses to correspondence and prepares and amends confidential reports, presentations and outgoing correspondence to required standards.
- Provides executive support for high level committees and meetings involving the Principal Assistant Ombudsman.
- Under the direction of the Principal Assistant Ombudsman, provides administrative support for the function of the Office.
- Liaises with a range of internal and external clients including members of the executive, internal staff, senior representatives within the public sector and members of the public.
- Organises travel arrangements and itineraries, including liaison with relevant stakeholders from within and outside the Office.

DATA, RESEARCH AND PROJECTS

- Maintains databases of information relating to the Complaint Resolution Branch to support case management and enable tracking of patterns and trends.
- Undertakes research and projects as directed by the Principal Assistant Ombudsman and prepares reports and statistical information on issues as directed

WHOLE OF OFFICE ADMINISTRATIVE SUPPORT

- Provides event management for the Complaint Resolution Branch and whole of office functions including conferences and workshops.
- Provides administrative assistance for the purchase of goods and services and administrative work associated with human resource management, records and payment of accounts.
- Maintains effective working relationships and rapport with the executive and administrative support team and other colleagues to ensure the dissemination of information, the achievement of corporate objectives and efficient administrative support across the office.

OTHER

- Carries out other duties as required.

Work related requirements (selection criteria)

The selection panel assesses applications against the work-related requirements of the responsibilities of the position. The panel also takes into account the needs of the office of the Ombudsman and availability of suitable applicants.

ESSENTIAL

- Experience in providing administrative and project support for a senior executive, including well developed administrative, project, organisational, research and analytical skills and the ability to manage and prioritise tasks.
- Good interpersonal and customer service skills, including the capacity to liaise effectively with CEOs and senior executives, other staff members and members of the public, and to work flexibly and co-operatively with others.
- Well developed written and oral communication skills suited to an executive support function.
- Ability to exercise discretion, solve problems and use initiative, particularly related to urgent non-routine matters or highly sensitive issues.
- High level skills in using computer applications, such as Microsoft Outlook, Word and Excel (or similar) and excellent keyboard and word processing skills. Experience in maintaining data bases.

The occupant of this position requires a satisfactory criminal record screening clearance (National Police Certificate).

Conditions


The position is covered by the *Government Officers Salaries, Allowances and Conditions Award 1989* and the *Public Sector CSA Agreement 2024*

Flexible working arrangements are available subject to the full functions of the office being completed.

Certification

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

OMBUDSMAN OR DELEGATE

Title	Principal Assistant Ombudsman Complaint Resolution		
Signature		Date	12 August 25