



Job Description Form

Receptionist/Administrative Assistant – Level 2

1 February 2022

Division/Directorate
Infrastructure, Economy and State Services

Reports to
Executive Officer

Branch/Section
Ministerial Offices

Supervises
Nil

Operational Context:

Ministers are responsible for one or more government departments (or portfolios) and are answerable to Parliament for all actions taken by the department(s) under their authority. Ministerial office staff provide the Minister with administrative and specialist support to enable the Minister to carry out their responsibilities and perform their duties.

Role Overview:

The position performs all reception duties with respect to the Minister's Office and provides administrative and clerical support for the Minister and Senior Officers.

Role Responsibilities:

Administrative/Secretarial

- Performs clerical and administrative support duties for the Minister and senior staff including typing and drafting correspondence, recording incoming and outgoing correspondence, filing, accounts, arranging meetings, assists with appointments and assisting with any follow up action.
- Liaises with Ministers, Members of Parliament, private and public sector representatives and community groups on behalf of the Minister and senior staff on routine matters.
- Ensure effective record management systems are established and maintained.
- Responsible for mail distribution and stationery management/requirements of the office.

Reception

- Receives and processes all telephone and general enquiries, answering basic enquiries and directing more complex matters to appropriate officers in either the Minister's office or to the portfolio agency.
- Receives guests of the Minister making any necessary arrangements including arranging parking, greeting guests as they arrive and accompanying them to the Minister's office and arranging basic hospitality as required.

Other

- Performs other duties as required.

Corporate Responsibilities:

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Performs other duties as directed.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the Department and complying with all provisions of the Occupational Safety and Health Act 1984.

Role Specific Requirements and Capabilities

(The experience, qualifications and behaviours required to fulfil the role)

Essential

- Well developed knowledge and experience in administration and clerical functions using Microsoft Office.
- Well developed verbal and written communication skills with the ability to liaise with a diverse cross section of community members and officers.
- Demonstrated ability to work independently or as part of a team with a strong emphasis on customer focus.
- Demonstrated ability to use initiative and organisational skills, including time management.
- Demonstrated ability in dealing with issues of sensitivity and confidentiality.

Desirable

- Knowledge of Government processes and procedures.
-

Pre-Employment Requirements

To be eligible for permanent appointment to the Department, employees must be eligible to live and work in Australia indefinitely. Employees engaged on fixed term appointments require a valid work visa for the duration of the entire employment contract.

Appointment is subject to:

- 100-point identification check;
 - National Criminal Record Screening Clearance; and
 - Evidence of COVID-19 vaccination status
-

Certification

Director Signature:



Date: 18/02/2022

Ministerial Support Unit:



Date: 18/02/2022