



Job Description Form

Executive Support Officer

Position Details

Position Number:	016383
Classification:	Level 4
Award/Agreement:	PSA 1992 / PSCSAA 2022
Organisational Unit:	Housing and Homelessness / Housing and Homelessness Executive
Location:	Perth Metropolitan Area
Classification Date:	September 2018
Effective Date:	September 2023 <u>March 2026</u>

Reporting Relationships

This position reports to:

Executive Manager, Level 7

Positions under Direct Supervision:

This position has no subordinates



About the Department

The Department of Communities is Western Australia's major human services department that brings together vital services and functions that support individual, family and community wellbeing.

Working closely with our partners across government and the community services sector, our areas of responsibility include disability services; child protection; housing; homelessness; women's interests; community services; prevention of family and domestic violence; seniors and ageing; volunteering; and youth.

We support many Western Australians, with a focus on some of the most vulnerable people in our state. The job we do is rewarding but can be challenging.

People, place and home is at the core of everything we do and why we do it.

We work for the people who make up our communities across Western Australia; we help people be the best they can be. We focus our efforts on building places that are inclusive and connected and offer everyone the opportunity to prosper. And we support children and families so that they can have a physically and emotionally secure place to call home.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

Comment [AO]: Positions team to update

About Housing and Homelessness

The Housing and Homelessness Division, as part of the Department of Communities, is responsible for leading the policy, planning and delivery of land, housing and built-form construction activities of the agency. The Division also leads the key portfolios of Homelessness, Remote Communities and Government worker housing. It's about more than building houses - it's about creating vibrant and inclusive communities that meet the needs of all types of people and contribute to individual and community wellbeing.

Housing and Homelessness objectives are:



- delivering and maintaining dwellings and assets required to enable the Department of Communities to deliver services to those with housing related needs and support the Western Australian housing market;
- delivering *All Paths Lead to Home* Strategy and homelessness services;
- delivering aboriginal housing and remote communities' assets and services;
- leading WA Government housing policy and planning for social and affordable housing; and
- creating and supporting diverse and inclusive communities

Comment [AO]: Positions team to update

Role Statement

This Executive Support Officer position is responsible for facilitating the efficient management of the Housing ~~and Homelessness Policy and Development~~ Division mailbox.

The position provides effective administration, coordination, and project support, to provide high level Executive support to the Housing ~~Policy and Development and Homelessness~~ Executive Team and the Office of the Deputy Director General.



Position Duties and Responsibilities

1. Communication and Stakeholders Relations

- 1.1 Liaises with the relevant staff at all levels across the Agency about Ministerial, Parliamentary and Executive correspondence ensuring they are acknowledged and addressed in a timely manner.
- 1.2 Develops and maintains effective relationships with internal staff, including Senior Management and with external Stakeholders.
- 1.3 Shows empathy and compassion when addressing sensitive issues and dealing with clients.
- 1.4 Responds to and resolves enquiries received internally from other Divisions and Directorates and externally from Clients and Stakeholders, and the Minister's office(s).

2 Ministerial Correspondence Tracking

- 2.1 Coordinates Ministerial correspondence tracking and database administration, to ensure the timely responses to correspondence.
- 2.2 Manages the Division's central mailbox efficiently, ensuring that high levels of Customer Service and responsiveness are maintained.
- 2.3 Supports the Executive Manager in managing and monitoring response times for Parliamentary, Ministerial and Executive enquiries, and developing Strategies to improve the timeliness of responses across the Agency.

3. Administration

- 3.1 Coordinates Administrative Support functions for the Division as required.
- 3.2 Prepares the Agenda, Minutes and supporting Papers for the Division as required.
- 3.3 Assists in the monitoring and management of the Division's Executive Office Budget and staffing levels.



3.4 Assists the Manager in the development and coordination of high level Corporate Strategic documents such as the Strategic and Annual Plans, Communication Plans and Human Resource Plans.

4. Reporting and Governance

- 4.1 Contributes to the performance reporting requirements for the Division, including Quarterly Reports, the Annual Report and other Reports as required.
- 4.2 Collates and disseminates the Division's reporting requirements and ensures the accurate and timely delivery of information for inclusion in the Annual Report, Quarterly Reports and other Reports as required.
- 4.3 Tracks and Reports on the progression of Audit recommendations and other actions within the responsibility of the Division.

5. Project Management

- 5.1 Sets up and maintains Project files for designated Projects.
- 5.2 Assists with Governance reporting related to Division Project Management.
- 5.3 Conducts routine research to assist in Policy development and Project Management for the Division, including research such as Industry and / or marketplace trends.
- 5.4 Ensures that staff comply with established Project Control procedures and processes.
- 5.5 Assists in the development of Reports, Speeches, Presentations and other documents to support the Executive Manager.

6. ICT Support

- 6.1 Coordinates the ICT requirements for effective Ministerial and Parliamentary coordination, including the Procurement and upgrade of equipment, Software Licences, sourcing of special items, maintaining and updating the Ministerial tracking system and database.



6.3 Provides ICT advice and assistance as required.



Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Communities performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

Work Health and Safety Responsibilities

All Employees (and Volunteers / Trainees / Contractors)

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

Supervisors (if applicable)

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.



Essential Work-Related Requirements (Selection Criteria)

1. Well-developed administrative, coordination, organisation, ~~research~~ and analytical skills with considerable experience leading and managing complex coordination activities, negotiating including and liaising with Senior Management and external a broad range of stakeholders to deliver outcomes within tight timeframes.
2. Highly developed written and verbal communications skills.
3. Highly developed interpersonal skills, with a demonstrated ability to develop and maintain effective working relationships with broad range of stakeholders.
4. Proven ability to self-organise and work independently to plan and prioritise workloads within an environment of competing priorities and strict deadlines.
5. Well-developed problem-solving skills and proven expertise in exercising initiative to effectively handle and manage non-routine and/or highly sensitive confidential and often complex issues.
6. Ability to effectively collaborate in a dynamic and proactive manner within a Team environment and a demonstrated ability to respond enthusiastically to change.
7. High-level proficiency with office computer systems, Microsoft Office software including Outlook, Word, Excel and PowerPoint.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.