



Job Description Form

Ministerial Services Officer

Position Number:	3043037	Portfolio:	Office of the Director General
Classification:	Level 4	Reports to:	Senior Policy Officer
Location:	Joondalup	Direct Reports:	Nil

Description

The Ministerial Services Officer assists with coordinating, monitoring and preparing Ministerial, Parliamentary and Government business correspondence and briefing notes in a timely manner. The role ensures compliance with relevant Departmental policies and procedures and Government standards.

Responsibilities

In context of above description, the role:

- Proof-reads, edits and formats ministerial and executive correspondence for professional presentation, consistent with departmental style guides, policies and Government standards.
- Processes, coordinates, registers and monitors ministerial correspondence.
- Coordinates the provision and preparation of return advice for ministerial correspondence and briefing notes.
- Works collaboratively within the Ministerial Services team and maintains a flexible approach to work.
- Provides ministerial support and liaison and ensures customer needs are met across the department and within the Ministerial Services team.
- Responds to telephone/email inquiries from internal and external stakeholders in a timely manner, in line with communication agreements.
- Utilises online systems to track, monitor and report on the status of enquiries.
- Recommends solutions for addressing and managing issues effectively to ensure quality and timely responses.
- Researches and prepares advice, information and reports on operational matters to facilitate informed decision-making and planning.
- Builds and maintains collaborative working relationships with internal and external stakeholders.
- Contributes to the development of processes to drive consistency and support high quality ministerial material across the department.
- Maintains relevant databases and registers, and develops and implements enhancements and improvements.
- Applies quality management principles to the coordination of ministerial and parliamentary matters at a department-wide level.
- Provides assistance with the training of staff and contributes to the development of educational material regarding ministerial, parliamentary and government business correspondence processes and procedures.
- Undertakes additional duties as required within the skills and scope of the position capabilities and departmental needs



Our people, our leaders, our values

At DWER, every employee is a leader. To support this, we have established clear [Leadership Expectations](#). For this role, you will be a [Personal Leader](#). Demonstrating the expected behaviours is crucial and aligned with the role's requirements.

Our culture is shaped by our [values](#). All employees are expected to uphold equity, diversity and inclusion, work health and safety, and ethical principles in all aspects of their work. This includes demonstrating cultural responsiveness by valuing diverse perspectives and contributing to culturally safe, inclusive, and trusted services – particularly for Aboriginal people and communities.

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Work Related Requirements

Read these requirements in context of the above contents.

1. You have the knowledge and experience to apply legislation and policy to support government and organisational objectives, ensuring decisions and actions are compliant, evidence-based and aligned to strategic priorities (*You lead collectively*).
2. You have the ability and experience to analyse, interpret and evaluate information to develop practical, evidence-based solutions and make informed decisions in complex and evolving environments (*You think through complexity*).
3. You have the ability to communicate clearly and effectively with internal and external stakeholders, building relationships, gaining commitment and resolving issues and conflict to achieve shared outcomes (*You build capability*).
4. You have experience delivering high-quality products and services within agreed timeframes, including preparing and quality assuring complex correspondence and briefing materials for senior executives and the Minister (*You deliver on high leverage areas*).
5. You have the ability to work collaboratively within a diverse team, contributing to a positive team culture, supporting capability development, and embracing and championing change (*You lead Adaptively*).

Special Requirements

- The department will conduct a national police check before offering employment.