



Position Description

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| Position Title: | Ministerial Liaison Officer | Classification Level: | 5 |
| Position Number: | 33912, 32941 | Reports to: | Ministerial and Parliamentary Services Manager, L7 |
| Directorate: | Customer Experience and Strategy | Supervises: | 0 FTE |
| Branch/Section: | Customer Advocacy | Location: | Perth Metropolitan Area |

Our Values

Empathy

We listen and understand all perspectives and are fair, authentic and compassionate

Clarity

We are clear on our purpose and role, and how we develop, inspire and improve

Accountability

We act with integrity and courage, embracing our collective responsibility and honouring our commitments

Respect

We treat everyone with dignity, recognise contributions, foster collaboration and value diversity

Role Summary

As a member of the Ministerial Liaison Unit (MLU) you provide vital support in coordinating and preparing ministerial and parliamentary advice, documents and correspondence in line with established quality standards, protocols and timelines. Working under the guidance from the Ministerial and Parliamentary Services Manager and Coordinator, and in collaboration with other team members, you help to deliver and continuously improve high-quality services that meet customer expectations.

Responsibilities

- Under the guidance of the Ministerial and Parliamentary Services Manager, assist with the coordination and preparation of ministerial and parliamentary advice, briefings, documents, correspondence and other requests whilst liaising with relevant staff and the Minister's office to ensure all outputs meet required standards.
- Maintain sound knowledge of ministerial and parliamentary protocols, procedures and requirements, including, related enquiries and correspondence to provide accurate and timely advice to stakeholders.
- Support the Ministerial and Parliamentary Services Manager in identifying potentially contentious issues and contribute to the development of strategies to mitigate these matters.
- Provide advice and ensure compliance with the communication protocols between the Department and the Minister's office.
- Support the daily operations of the MLU by monitoring incoming work, due dates and key events to ensure successful delivery of MLU KPIs and to support the MLU workload.
- Maintain accurate record keeping and registers of ministerial and parliamentary advice.



- Assist in the development and provision of reporting on the quality and timeliness of responses to ministerial and parliamentary enquiries.
- Develop and maintain effective office systems and procedures to support the ministerial liaison process and efficient actioning of ministerial matters.
- Undertake projects and/or provide project support within the MLU as required.
- Contribute to the development and implementation of effective communication channels within the MLU, across the Department and with all external stakeholders.
- Demonstrate the values in all interactions to contribute towards a values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Personal Leadership.
- Perform other duties as required.

Essential Requirements

- Highly developed interpersonal and negotiation skills, with a proven ability to communicate (written and verbal) and consult effectively at all levels of an organisation to deliver customer-centric services across a variety of stakeholders.
- Demonstrated conceptual and analytical skills and the ability to interpret information, identify issues and contribute to effective problem solving and evidence-based decision-making.
- Strong organisational and prioritisation skills, with the ability to manage competing operational demands, exercise initiative, and operate autonomously, while also collaborating effectively within a team to deliver high-quality outcomes within required timeframes.

Desirable Requirements

- Demonstrated experience in coordinating and producing ministerial and parliamentary correspondence, briefings and related documentation to a high standard.
- Demonstrated knowledge of government processes, procedures and protocols relating to ministerial and parliamentary issues, with the ability to apply them accurately and effectively.

Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of the Department and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in **Personal Leadership** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.



- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

Pre-employment Requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

Certification

Verified by: M. Trbojevic, Human Resources Consultant, March 2026

Classification Evaluation Date: March 2023