



## Position Description

|                         |                  |                              |                                      |
|-------------------------|------------------|------------------------------|--------------------------------------|
| <b>Position Title:</b>  | Services Officer | <b>Classification Level:</b> | 2                                    |
| <b>Position Number:</b> | Generic          | <b>Reports to:</b>           | Various                              |
| <b>Directorate:</b>     | Various          | <b>Supervises:</b>           | 0 FTE                                |
| <b>Branch/Section:</b>  | Various          | <b>Location:</b>             | Perth Metropolitan Area/<br>Regional |

## 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

The Services Officer is responsible for working collaboratively in a team environment to provide a high-quality service and perform activities which contribute to the delivery of the Department of Housing and Works (DHW) functions and organisational goals.

## Responsibilities

- Participate in the continuous identification, review and development of initiatives and system requirements.
- Accept your share of responsibility concerning achievement of team objectives.
- Participate in planning team priorities.
- Be interested in the wellbeing of other team members.
- Give encouragement, guidance, and constructive feedback to members of the team.
- Be willing to accept feedback and act on it.
- Perform administrative functions to support the team's activities.
- Use and maintain electronic databases, business, and web systems.
- Contribute to the development and continuous improvement of systems, processes and performance.
- 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

- Good analytical and problem-solving skills with the ability to demonstrate how your own work contributes to the achievement of organisational goals.
- Ability to work independently and collaboratively to achieve quality outcomes to suit individual client/business requirements within agreed timeframes.
- Good customer service skills and ability to build effective relationships and foster a positive team environment.
- Good communication (oral and written) and interpersonal skills with the ability to work collaboratively within a team environment.

## Desirable Requirements

The Services Officer may be positioned across various directorates where knowledge/experience within one or more functions relating to general administration will be desirable:

- Experience in and knowledge of Accounts Payable, Accounts Receivable and contract administration processes and procedures.
- Experience working in a records/information management area, including the use of records management systems (RMS).
- Knowledge and experience in the maintenance of personnel and payroll services using a computerised Human Resources Management Information System (HRMIS).
- Ability to interpret, apply and provide advice on relevant legislation such as, Acts, Awards, Agreements, policies and procedures and to identify analyse and resolve related matters.
- Experience in computer system testing with particular attention to detail and accuracy.
- Knowledge of procurement systems and procedures.
- Knowledge and use of PC based CADD systems (particularly AutoCAD) and CADD tools.
- Knowledge of the building, construction and/or property industries.

## 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, HR Consultant, February 2026

Classification Evaluation Date: July 2019