



**ADMINISTRATION OFFICER**

**Position Number: Various Level: 2**

**ANZSCO: 521211**

**JOB DESCRIPTION FORM**

**THE ROLE**

Assists with administration of the directorate/business area by providing a secretarial, coordinating and administrative support service.

**REPORTING RELATIONSHIPS**

**ORG STRUCTURE:** Various

**THIS ROLE REPORTS TO**

Relevant Manager

**POSITIONS THAT REPORT TO THIS ROLE**

Nil

**POSITION INFORMATION**

**LOCATION:** Various

**SPECIAL CONDITIONS:** The Department is an emergency services organisation and all employees may be required to work business hours or outside of normal business hours to assist with emergencies.

## SPECIFIC RESPONSIBILITIES

*DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Occupational Safety and Health legislation along with the Department's Code of Conduct and Policies/Procedures and other relevant legislation.*

- Provides secretarial, word processing and administrative support to the directorate/business area.
- Provides a central coordinating and liaison point for directorate/business area correspondence, telephone calls, visitors, and meetings.
- Anticipates the needs of the directorate/business area and makes appropriate advance arrangements to meet those needs, tracks and progresses all matters referred to or originating in the directorate/business area.
- Manages the directorate/business area office routines, including absence reporting, incurring and certifying of accounts, office supplies, travel arrangements, maintenance of records and data bases, files, and the distribution of notices and correspondence to staff/volunteers.
- Arranges and facilitates appointments and meetings for the directorate/business area, assists with arrangements for official functions, events, training, visits etc.
- Prepares and distributes agenda, minutes, and other relevant documentation for meetings.
- Assists with the directorate/business area's administrative tasks, including budget preparation and control, staffing arrangements, research and reporting.
- Carries out other duties as assigned.

**Other**

- Reporting all health and safety hazards, near misses and injuries.
- Actively participate in managing risk and resolving health and safety issues and promoting a safe place of work.
- Undertake other duties as required.

## EXPECTED LEADERSHIP BEHAVIOURS

Leadership Expectations are critical to the success of DFES and provide a clear understanding of the expected behaviours for all public sector employees. This position aligns to the context of **Personal Leadership**, and it is essential that you demonstrate the required behaviours below to undertake this role:

Behaviour	Descriptor
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 interests 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.

## SELECTION CRITERIA

*Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.*

### ESSENTIAL CRITERIA

1. High quality word processing skills and experience with computerised office software packages, including data bases and spreadsheets.
2. Demonstrated interpersonal and communication skills with an emphasis on customer service.
3. Sound organisational skills.
4. Self-motivation and ability to work with minimal supervision.

### CERTIFICATION

Version	Description	Approval Date	Registered Date	Registered by
Vs 1.0	Created and classified	9 April 2021	9 April 2021	Conrad Dalais
Vs 2.0	Leadership Expectations Added	13 August 2025	13 August 2025	Jeneen Zoutman