



# Job Description Form

## Executive Support Officer

### Corporate Services

#### Position details

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Classification Level: 3

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement  
(and subsequent agreement/s)

Position Status: Permanent

Organisation Unit: Corporate Services Division

Physical Location: Perth CBD

#### Reporting relationships

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Responsible to: 022667 Executive Officer – Level 5

**This position: 013341, 017627 Executive Support Officer - Level 3**

Direct reports: NIL

#### Overview of the position

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The Executive Support Officer is responsible for providing a professional level of administrative and project support to the Deputy Director General Corporate Services and the Executive Office. The position is pivotal in the efficient functioning of the Deputy Director General Office and operates in an environment of competing priorities and constant adjustment. The position ensures that the Corporate Services Directorate has the necessary resources and support to effectively manage daily operations and to provide a consistent service.

In addition, the position liaises and interacts with a diverse range of internal and external stakeholders and clients including members of the executive team and representatives within the public and private sector. As a component, the Executive Support Officers manage the Department's external feedback and complaints system where they may occasionally receive/handle calls or written enquiries from people who are experiencing significant difficulty or elevated concern.

#### Job description

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As part of the Deputy Director General's office, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions.
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.

### **Role specific responsibilities**

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- Provides high-level confidential executive and administrative support to the Deputy Director General, inclusive of;
  - Diary management
  - Screening of queries
  - Drafting communications
  - Preparation and dissemination of agendas, minutes and supporting documents
  - Travel, Accommodation and Itineraries.
- Ensures the efficient operation of administrative systems, and recommends enhancements to administrative and record management systems, procedures, and processes.
- Tracks and manages the progress of reports, discussion and briefing papers and ensures parliamentary and ministerial enquiries and submissions are resolved.
- Liaises with internal and external staff and stakeholders to ensure timely responses and accurate advice is provided.
- Provides administrative support in developing and implementing procedure manuals and operational policies within the team.
- Investigates, researches and responds to issues referred to the Deputy Director General and consolidates findings into correspondence or documents.
- Manages the Department's external Customer Feedback Management System, responding to enquiries, feedback or complaints made via telephone or in writing, or redirecting to other areas of the Department as required.
- Provides support with Ministerial requests, including directing them to the appropriate business areas and assisting with the coordination of responses within required timeframes.
- Undertakes and assists with projects as requested by the manager.
- Maintains corporate records in accordance with the *State Records Act 2000* and the Department's record keeping policy.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## **Job related requirements**

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In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

### **Shapes and Manages Strategy**

The ability to; understand the reasons for decisions made within the division and be able to explain how they are related to their work, identify issues that may impact on the achievement of goals and inform supervisor, utilise knowledge of the work environment to contribute to planning activities, draw information from a variety of sources and apply common sense to analyse what information is important/relevant are all important for this role.

### **Achieve Results**

The ability to; reschedule and reorganise work to reflect changes in priorities, demonstrate knowledge of new programs, plans or services that are relevant to the position, maintains accurate records and files; and ensure that tasks are completed within allocated timeframes are all fundamental to this role.

### **Builds Productive Relationships**

The capacity to; build and maintain relationships with senior management colleagues and clients, share information with stakeholders and seek input from others to inform team discussions, ensure that relevant/important information is shared where required, treat people with respect and courtesy and to act on constructive feedback are requirements for this role.

### **Exemplifies Personal Integrity and Self-Awareness**

A commitment to; adhere to the Code of Conduct in all interactions, behave in a honest professional and ethical way, check and confirm the accuracy of all information prior to release, take responsibility for the completion of work and seek guidance where necessary, stay calm under pressure and not react personally to criticism, acknowledge mistakes and learn from them, meet agreed performance levels and seek and accept supervisor feedback and guidance are all important for this role. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

### **Communicates and Influences Effectively**

An ability to; structure messages clearly and succinctly orally and in writing, gain a clear understanding of others comments by actively listening and asking questions to ensure understanding – checks that own views have been understood and able to discuss issues thoughtfully without becoming aggressive are requirements for this role.

### **Role Specific Criteria**

- Demonstrated experience in the provision of a comprehensive range of high level, confidential and proactive administrative support to senior management including the ability to deal with sensitive information with tact and discretion in a demanding and dynamic office environment.

- Advanced written communication skills including the ability to consolidate and present correspondence, information in reports, briefing documents, and other documents.
- Advanced skill in scheduling and meeting priorities, and ability to adapt to changing priorities to meet strict deadlines.
- Proficiency with office computer systems and the Microsoft Office suite of software.

### **Special requirements/equipment**

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### **Certification**

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The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Deputy Director General

Signature: \_\_\_\_\_ Date: April 2026

HR certification date: April 2026