



Parliamentary Services Department

Job Description

Administration Officer (Education)

Classification:	Level 2/3
Type of employment:	Full Time – Non-Sessional
Unit:	Parliamentary Education Office
Date last updated:	February 2024
This position reports directly to:	Senior Parliamentary Education Officer
This positions Supervisor is responsible to:	Manager, Library, Education and Community Relations
Number of staff reporting to this position:	Nil

About the Unit

The Parliamentary Education Office manages the parliamentary education program delivered on behalf of the Parliament of Western Australia for the promotion, enhancement, awareness, knowledge and understanding of the history, role, and functions of the Parliament of Western Australia. This role is undertaken on behalf of the two Houses of Parliament, in accordance with determined strategic plans, policies and directions, and education curriculum requirements.

Primary Responsibilities

1. Coordinate and maintain tour bookings and tour schedules.
2. Provide administrative support to the Parliamentary Education Office and to Parliamentary activities and events.
3. Deliver tours as part of the Parliamentary Education Office tour program.
4. Assist in the planning, coordination and delivery of educational and community engagement programs and projects.

Specific Duties

1. Coordinate the booking system for Parliamentary Education Office tours and programs.
2. Coordinate the administration of the Parliamentary Education Office, including responding to general enquiries as the point of contact for the office.
3. Coordinate tour allocations in consultation with the Senior Parliamentary Education Officer and Manager, Library, Education and Community Relations.

4. Liaise with schools, community groups and internal staff to ensure the efficient and effective delivery of tours.
5. Maintain tour statistics and prepare statistical reports as required.
6. Deliver tours as part of the parliamentary education program, adapting to accommodate the specific requirements of the tour group.
7. Assist in the planning, coordination and delivery of educational and community engagement programs and projects, including the regional outreach program.
8. Assist with the research, development and preparation of parliamentary education resources, publications, and procedures.
9. Maintain an understanding of the history of the Parliament, the legislative process and the Parliamentary/political system in Western Australia, and other events relevant to the delivery of tours.
10. Other duties as directed.

Selection Criteria

Essential

1. Experience in an administrative role.
2. Excellent oral and written communication skills, with demonstrated experience in public speaking.
3. Sound interpersonal skills, including the ability to adapt to different audiences as required.
4. Sound keyboarding and formatting skills.
5. Ability to work effectively in a small team.
6. Demonstrated ability to work autonomously.

Desirable

1. Experience in delivering tours and group presentations to a range of audiences.
2. Understanding of the legislative process and Parliamentary/political system in Western Australia.

Competencies

ADAPTABILITY

Maintaining effectiveness in varying environments and with different tasks, responsibilities, and people.

ATTENTION TO DETAIL

Accomplishing tasks whilst maintaining a concern for all areas involved; accurately checking processes and tasks.

KEYBOARD SKILLS

High level word processing and formatting capabilities in a range of commonly used software packages.

PLANNING AND ORGANISING/WORK MANAGEMENT

Establishing a course of action for self through setting priorities and targets to accomplish specific goals.

COMMUNICATION

Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language or terminology to the characteristics and needs of the audience.

CUSTOMER SERVICE/FOCUS

Proactively developing customer relationships by making efforts to listen to and understand the customer (both internal and external); giving high priority to customer satisfaction.

FORMAL PRESENTATION

Presenting ideas effectively to individuals or groups when given time for preparation (including non-verbal communication and use of visual aids); targeting presentations to the characteristics and needs of the audience.

INTEGRITY

Maintaining and promoting social, ethical, and organisational norms in conducting internal and external business activities.

TEAMWORK/COLLABORATION

Working effectively with team/work group or those outside formal line of authority (eg. peers, senior managers) to accomplish organisational goals.

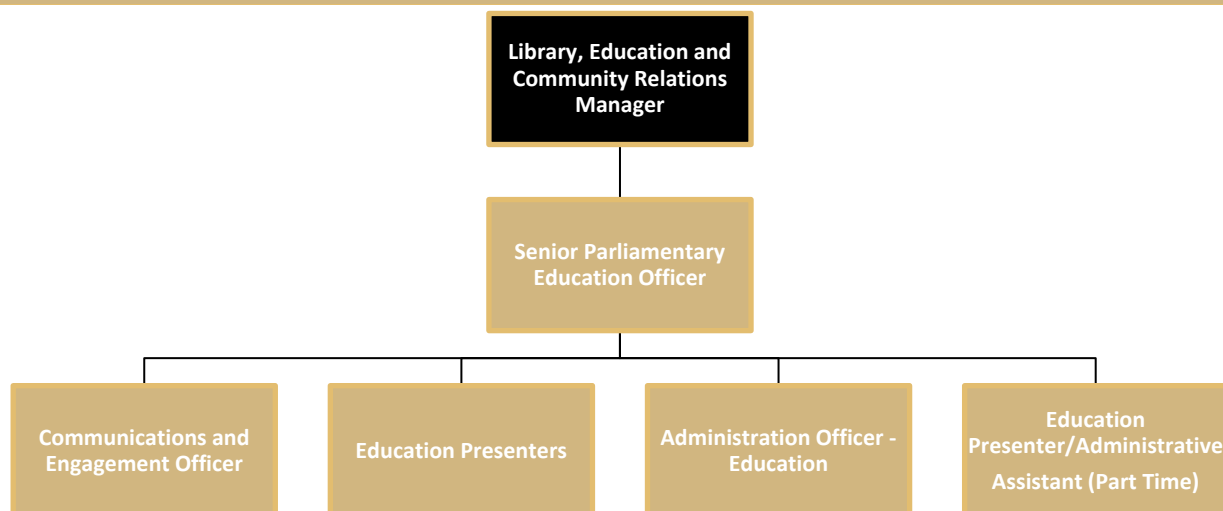
TOLERANCE FOR STRESS

Maintaining stable performance under pressure and/or opposition (such as time pressure or job ambiguity); relieving stress in a manner that is acceptable to the person, others, and the organisation.

WORK STANDARDS

Setting high goals or standards of performance; being dissatisfied with average performance; self-imposing standards of excellence rather than standards imposed by others.

Unit Organisational Structure



Parliamentary Service Department Values

Parliamentary Service Department staff are expected to embrace the following four values, which underpin positive culture and behaviours.

Professional – Showing respect and professionalism in all aspects of work.

Accountable – Being honest and trustworthy in performance of our public duties.

Transparent – Maintaining fairness and consistency.

Helpful – Cooperation among teams and with others while always showing encouragement.

Further Information

- Provision of a National Police Clearance not more than twelve months old will be required prior to commencement in this position.
- A current Working with Children check will be required for this position.
- Applicants must be an Australian citizen or permanent resident.
- Applicants may be required to undertake skills or psychometric testing.

Acknowledgement

I acknowledge that my supervisor has explained this job description to me:

_____	_____	Date: _____
Employee Name	Employee Signature	
_____	_____	Date: _____
Supervisor's Name	Supervisor's Signature	