



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Corporate Issues Support Officer

Level

4

Position Number

37614
(Nominated)

Division/Directorate

Corporate Issues

Branch/Section**Effective Date**

May 2026

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Manager Corporate Issues, Level 7

Subordinates: No Direct Reports

Key role of this position

Provides administrative and coordination support to the Corporate Issues function through the effective management of Ministerial and Director General Transport (DGT) correspondence and related communications. Ensures accurate and timely processing, tracking and reporting of correspondence within the Corporate and Ministerial System (CAMS), facilitates input from relevant divisions, and supports the preparation of high-quality Ministerial documentation, reports and briefings in accordance with Government and agency requirements.

Core duties and responsibilities

Corporate Issues / Ministerial Liaison

- Assists in the coordination and management of Ministerial and DGT correspondence, Parliamentary Questions, Briefing Notes and Freedom of Information (FOI) requests to ensure timely, accurate and consistent responses.
- Undertakes data entry and administration of CAMS, ensuring completeness, accuracy and integrity of records.
- Monitors CAMS deadlines and follows up outstanding items to ensure compliance with Ministerial and Parliamentary timeframes.
- Liaises with Ministerial Offices and the Transport Portfolio to manage correspondence timeframes, including seeking extensions where required.
- Assists in the drafting, preparation and quality assurance of Ministerial correspondence for review and approval.
- Supports the preparation of Ministerial reports, including monthly governance reporting and other required submissions.
- Assists in communicating Ministerial and Parliamentary procedures, policies and templates across the organisation.
- Provides guidance to divisional staff on CAMS processes and Ministerial requirements.

Information and Records Management

- Assists with document and records management within Objective (or equivalent systems), ensuring accurate storage, retrieval and version control of documentation.
- Supports research, data collection and analysis to inform correspondence, reporting and Corporate Issues activities.

Reporting and Administrative Support

- Assists in the preparation and coordination of corporate reporting requirements, including the Quarterly International Travel Return, ensuring a high level of accuracy and presentation.
- Provides administrative support to the Corporate Issues team, including processing training and course registrations and managing minor financial transactions.
- Contributes to the effective operation and continuous improvement of Corporate Issues processes and systems.

Other

- Works collaboratively as part of the Corporate Issues team and contributes to team objectives.
- Undertakes special projects, research and investigative tasks as required.
- Provides relief support for higher level roles (e.g. Level 5 Corporate Issues Officer) as required.
- Performs other duties as directed.

SELECTION CRITERIA

1. Core Competencies

- Well-developed written communication skills, including proven ability to collate and analyse information, draft correspondence, prepare reports and proofread the work of others.
- Demonstrated knowledge of Microsoft Power Apps (or similar ministerial workflow system) and Objective (or similar document management system).
- Demonstrated knowledge of Government, Parliamentary and Legislative processes as well as the Freedom of Information Act.

2. Communication and Interpersonal

- Well-developed interpersonal and oral communication skills, including the ability to liaise effectively at senior management level.
- Demonstrated ability to provide a quality service to meet the needs of customers.

3. Conceptual, Analytical and Problem Solving

- Well-developed analytical and problem-solving skills, with the ability to exercise judgement within established guidelines.

4. Organisation

- Excellent organisational and time management skills, including capacity to work under pressure and meet deadlines.

5. Personal Attributes

- Demonstrated use of initiative, sensitivity and discretion in dealing with people and information at a high level.

6. Computer Literacy

- Good computer literacy with proficiency in the use of relevant word processing, spreadsheet and data processing software packages, as well as email and the internet.

7. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate dated 3 months or less from the date of application for the position.

Certification

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

Managing Director / Executive Director / General Manager

.....
Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date