



# Officer

## POSITION DESCRIPTION FORM

**Region / Portfolio:**

Various

**Directorate / Command / District / Division:**

Various

**Work Unit:**

Various

**Position Description Number:**

Generic 36

**Level:**

Level 1

**Employment Conditions**

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Industrial Agreement/Award: Current PSA PSCSAA and Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Various

**Position Objective**

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Contributes to the day-to-day administration of the District/Divisional Office by undertaking a broad range of administrative and customer service duties.

**Role of Work Unit**

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The Western Australia Police Force is the State's principal law enforcement agency, responsible for the largest police jurisdiction in the world and services a growing population. The WA Police Force provides services to the community in maintaining public order; the protection of life and property; the prevention, detection and prosecution of crime; and the rendering of assistance to those in need.

This position is found in a number of work units across the agency.

**Reporting Relationships**

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This position reports to:

- Superintendent/ Practice Manager/ Prosecution Supervisor/ District Administration Officer

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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| Position Title:<br>Officer | Level:<br>Level 1 | Position Number:<br>Generic 36 |
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## Key Accountabilities

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### 1 Administration (70%)

- 1.1 Prioritises incoming information and correspondence and directs it to the appropriate officer.
- 1.2 Drafts routine correspondence for signature, types reports, statements and memos on behalf of the position's manager and other office staff.
- 1.3 Maintains office diaries, arranges appointments and meetings.
- 1.4 Arranges travel, accommodation, bookings of venues and catering.
- 1.5 Assists with human resources (i.e., FTE, transfers, claim forms etc), finance and assets administration and the preparation of statistical and other information/documentation.
- 1.6 Processes account requisitions, prepares, verifies and processes accounts for payment and maintains petty cash and banking records in accordance with the requirements of the *Financial Management Act 2006* and Treasurer's Instructions.
- 1.7 Maintains accurate and effective correspondence, filing, Records Management Integrated Systems (RMIS), Objective file tracking system and other database records in accordance with policies and legislation to ensure issues are actioned and completed in a timely manner.
- 1.8 Assists with security administration issues such as identification cards and escorts for visitors, proximity cards and computer system security accesses and resets.
- 1.9 Arranges requisitions, repairs and/or replacements and delivery of stationery and office equipment for the office.
- 1.10 Prepares and distributes agendas and minutes of meetings.
- 1.11 Receives, sorts and distributes all incoming and outgoing mail.
- 1.12 Undertakes general administrative support tasks such as photocopying, filing, faxing and other data processing.

### 2 Customer Service (25%)

- 2.1 Responds to enquiries in person or received by telephone, email etc from police officers, police staff, external agencies and the general public in accordance with protocols and relevant legislation.

### 3 Other (5%)

- 3.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 3.2 Demonstrates and advocates a high level of ethics and integrity in accordance with the agency's professional standards and Code of Conduct including reporting wrongdoing.
- 3.3 Undertakes other duties as directed.

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## Work Related Requirements

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### Essential

### Context in which work related requirements will be applied and or general standard expected.

Communication skills

Providing clear and concise information. Drafting general documentation and correspondence.

Interpersonal and customer service skills

Attending to telephone and reception enquiries. Maintaining confidentiality. Providing a quality customer service. Dealing with a diverse range of customers in a professional and courteous manner.

Organisational skills

Organising and prioritising own workload to meet deadlines. Maintaining filing systems. Organising meetings, appointments etc.

Ability to interpret and apply Acts, legislation, policies, procedures and protocols.

Interpreting and applying *the Financial Management Act 2006* and Treasurer's Instructions. Maintaining financial records. Preparing and processing accounts for payment. Maintaining filing systems in accordance with relevant legislation.

Ability to work with minimal supervision and as part of a team.

Operating under minimal supervision. Participating as a team member.

## Capability Framework

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The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

## Leadership Context

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We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is **Personal Leadership**.

## Certification

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These details are an accurate statement of the duties, responsibilities and other requirements of the position.

| Position Title and Work Unit  | Name             | Date       |
|---|------------------|------------|
| Senior Organisational Design Consultant<br>Organisational Design and Analysis | Julie Ismail     | 18/03/2026 |
| A/Executive Manager<br>Organisational Design & Analysis                       | Dianne Hopkinson | 18/03/2026 |