



Job Description

Position Title:	<i>Administrative Assistant</i>	Classification:	<i>Level 2</i>
Position Number:	<i>MIS19054</i>	Location:	<i>Perth</i>
Division/Group:	<i>Industry Regulation and Consumer Protection</i>	Supervises:	<i>0</i>
Branch/Section:	<i>Strategic Development</i>	Reports to:	<i>General Manager Strategic Development</i>

Operational Context

Within the Industry Regulation Group, the Retail and Services Directorate is responsible for directing community education, dispute conciliation, compliance and enforcement to effectively detect, deter and remedy improper practices relating to retail and service industries by the Consumer Protection Division.

Role Overview

This position is part of the Aboriginal Employment Program (AEP). This role provides administrative and clerical support to the Strategic Development Branch, within the Retail and Services Directorate.

Role Responsibilities

(The following outlines the key responsibilities and duties related to this position)

- Provide effective and efficient administrative support to the General Manager Strategic Development and Branch staff.
- Assist in the establishment and maintenance of appropriate clerical systems and utilises office technology appropriately.
- Monitor shared mailboxes and the progress of correspondence to enable responses to be actioned in accordance with the Department's Customer Service Charter and policies.
- Arranges meetings, prepares agendas, takes minutes and follows up on the necessary actions/outcomes of the meeting.
- Attend to telephone and general enquiries on behalf of the General Manager Strategic Development.
- Arrange travel and accommodation for Branch officers.
- Maintain Branch records and obtains details of presentation and expo requests.
- Manage Branch publications including orders, stock numbers and send-out requests.
- Coordinate and accurately prepares ministerial and parliamentary questions and contentious issues within agreed timeframes, including sourcing information as required.
- Contribute towards Branch projects and tasks as directed.

Corporate Responsibilities

(The following outlines departmental responsibilities)

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Performs other duties as directed.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the Occupational Safety and Health Act 1984.

What is required in this role?

(The following outlines what experience and qualifications are required to fulfil this role)

This position is part of the Aboriginal Employment Program (AEP) and is aligned to our Aboriginal Employment Strategy and Diversity and Inclusion Plan. This program is a diversity initiative to increase the workforce representation of Aboriginal and Torres Strait Islander people at DMIRS.

- Confirmation of Aboriginality.
- Strong organisational skills with a high level of attention to detail.
- Demonstrated experience in using technology to provide a range of administrative support and using Microsoft Office applications.
- Demonstrated ability to interact and communicate effectively with a range of stakeholders.
- Demonstrated ability to manage multiple competing tasks and prioritise accordingly.

Capabilities Required

(The following outlines the behaviours required to be demonstrated to perform this role)

- Meets objectives, follows up to ensure work is finalised.
- Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service.
- Adheres to the Code of Conduct and behaves in an honest, professional and ethical way.
- Shows willingness to learn and develop expertise to achieve goals and tasks set.
- Works collaboratively with team members and external stakeholders and treats people with respect and courtesy.

What are the Job reporting relationships?

This position reports to: General Manager Strategic Development
Supervisor Position No: 00016645 Classification: L8

Positions reporting to this Job:

This position has no direct reports

What are the pre-employment requirements for this Job?

- National Police Clearance

Approved Date

18-OCT-2019