



# JOB DESCRIPTION FORM

<b>Public Sector Management Act 1994</b>	<b>Salaries/Agreement/Award</b> Public Service Award 1992 Public Service and Government Officers General Agreement 2014 or as replaced
<b>Group:</b> <b>Education Business Services</b>	<b>Effective Date of Document</b> 6 December 2017

## THIS POSITION

**Title:**                   **Administrative Officer**

**Classification:**     **Level 2**

**Position No:**        **Generic**

**Positions under direct responsibility:** Nil

## REPORTING RELATIONSHIPS

**TITLE:**                                   *May vary depending on the position*

**LEVEL:**

**POSITION NUMBER:**

**TITLE:**                                   *May vary depending on the position*

**LEVEL:**

**POSITION NUMBER:**

**This position and the positions of:**

Title	Level	Position Number
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TITLE	CLASSIFICATION	POSITION NO.	EFFECTIVE DATE
Administrative Officer	Level 2	Generic	6 December 2017

## CONTEXT

For information with respect to the Department go to: <https://www.education.wa.edu.au/web/our-organisation/home>

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information communication and technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

**Responsive:** We respond to and reflect the needs of our customers.

**Flexible:** We are flexible and understand that our customers are not all the same.

**Transparent:** We are clear and open about our services, processes and decision making.

**Accountable:** We hold ourselves to high standards and deliver on our commitments.

**Collaborative:** We work in partnership with our customers.

## ROLE

The Administrative Officer:

### Specialist Services

- provides clerical and administrative support to the Director or Manager and staff, including basic research
- arranges meetings, prepares and distributes meeting agendas and minutes and undertakes follow-up actions when required
- responds to telephone calls, visitor enquiries, diary appointments, e-mail and other communications
- prepares correspondence, Ministerial responses and reports in accordance with Departmental correspondence protocols
- maintains an effective correspondence filing system for corporate information and records relating to projects, initiatives, committees and other activities
- assists with travel arrangements, including preparing travel documents, booking flights and accommodation
- undertakes payment of accounts, credit card reconciliation and purchasing requirements
- maintains financial data, assists with budget preparation and prepares expenditure reports.

### General Support

- contributes to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables
- contributes to change management projects relevant to the work group
- participates on committees and working parties as required.

### Customer and Stakeholder Liaison

- maintains a focus on customer service delivery and continuous improvement of services
- develops and maintains effective communication links and working relationships to ensure access to diverse specialist knowledge.

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## **OUTCOMES**

The Administrative Officer is required to demonstrate achievement in relation to the following outcomes:

1. Administrative support is provided to the respective work unit in timely and efficient manner.
2. Diary appointments, meetings, interview schedules and phone messages are recorded and managed for the work unit.
3. Effective liaison is undertaken with senior officers and other members of the Department and other agencies.
4. Efficient prioritising and management of correspondence is undertaken, registered and maintained on electronic record management systems.
5. Payment of accounts, purchasing, expenditure monitoring and assistance with the budget and financial reports is completed within established timeframes.
6. Appropriate travel, accommodation and hospitality arrangements are made for the work unit.
7. Minutes are taken at key meetings and administrative matters are managed to support special functions.

## **SELECTION CRITERIA**

The following selection criteria are identified as being required to achieve the outcomes in the context of this position.

1. Demonstrated experience in clerical and general administrative duties.
2. Demonstrated experience in purchasing, processing accounts for payment and monitoring expenditure for a work unit.
3. Demonstrated sound written, verbal and interpersonal communication skills with the ability to liaise effectively with individuals at all levels.
4. Demonstrated sound keyboarding and computer skills, including a working knowledge of databases, spreadsheets, word processing and experience using an electronic records management system.
5. Demonstrated good organisational skills, including the ability to use initiative and work independently or as part of a team.

## **ELIGIBILITY**

Employees will be required to obtain a current Department of Education Criminal Record Clearance prior to commencement of employment.

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## **TRAINING**

Employees will be required to:

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

## **CERTIFICATION**

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

## **ENDORSED**

**DATE 6 December 2017**

**TRIM REF # D17/0527916**