

## Job Description Form

# Business Support Officer – Regional

### Position Details

<b>Position Number:</b>	Generic
<b>Classification:</b>	Level 3
<b>Award / Agreement:</b>	PSA 1992 / PSCA 2019
<b>Organisational Unit:</b>	Service Delivery Regional and Remote
<b>Location:</b>	Various
<b>Classification Evaluation Date:</b>	
<b>JDF Review Date:</b>	January 2020

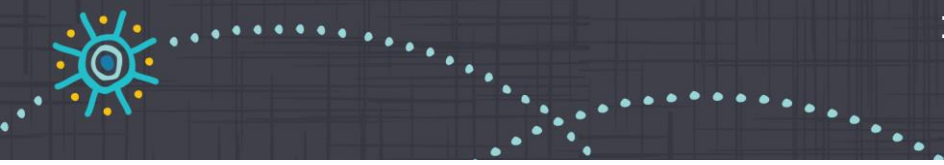
### Reporting Relationships

**This position reports to:**

Regional Asset Manager.

**Positions Under Direct Supervision:**

This position has no subordinates.



## About the Department

The Department of Communities' mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department's direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department's functions and services include disability services; child protection and family support; social and affordable housing; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome-based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

## Role Statement

This position provides effective and efficient business and administrative support to Regional and Remote Service Delivery Regional management. Assists with the performance of the Regions service delivery functions.



## Duties and Responsibilities

### 1. Administrative

- 1.1. Assists with the performance of the Region and Directorate service delivery tasks, such as projects, contracts, analysis, research, report, documentation and correspondence.
- 1.2. Initiates and co-ordinates maintenance and minor works for the Housing portfolio, monitors progress and follows up on actions.
- 1.3. Liaises with officers of the Department of Communities, government departments (both state and federal), service providers and other clients of the Region.
- 1.4. Carries out investigations and, where appropriate, researches material as directed.
- 1.5. Prepares responses to correspondence as directed.
- 1.6. Follows up on actions initiated by Regional management.
- 1.7. Undertakes research and analysis into matters associated with Regional activities.
- 1.8. Provides administrative support to the Region.
- 1.9. Receives telephone calls and assists with other confidential matters on behalf of the Region relating to this role.
- 1.10. Undertakes Quality Assurance activities to ensure the integrity of data is maintained to the required standards and provides feedback to improve performance and gain efficiencies.

### 2. Office Systems

- 2.1. Prepares professional documents and submissions utilising available office systems technology.
- 2.2. Maintains an effective correspondence, contacts and file tracking system and follows-up actions initiated by Regional management.

### 3. Other

- 3.1. Promotes a high standard of Equal Opportunity and Diversity, personal conduct, and Occupational Safety and Health in the workplace.
- 3.2. Applies the organisation's leadership and values principles.
- 3.3. Performs other duties as directed.



## Essential Work-Related Requirements (Selection Criteria)

1. Demonstrated experience in the provision of administrative support.
2. Experience in computer-based applications and systems including word processing and spreadsheets.
3. Well-developed interpersonal and communication skills.
4. Well-developed organisational skills with the ability to manage a diverse workload within time constraints.
5. Analytical and problem-solving skills including demonstrated ability to undertake research.

## Desirable Work-Related Requirements (Selection Criteria)

1. Knowledge of the operations of the Department of Communities.

## Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory National Police Clearance.
2. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time to time production of the licence may be required upon request by the Department.