

## JOB DESCRIPTION FORM

### Business Administration Officer Level 2

**Vision**

Serving the public interest by and informed Parliament

**Mission**

To help improve public sector performance and accountability by reporting independently to Parliament

Our operations and professional relationships are built on the foundation of independence exercised with integrity and objectivity. In achieving our purpose of serving the public interest, we will act in a way that values:

**Integrity**

We conduct our business in an independent, professional, and ethical manner and take an open, honest and fair approach to our stakeholders.

**Quality**

we improve the performance of the Office and the public sector by working together to manage our resources, our people and our relationships.

**Respect**

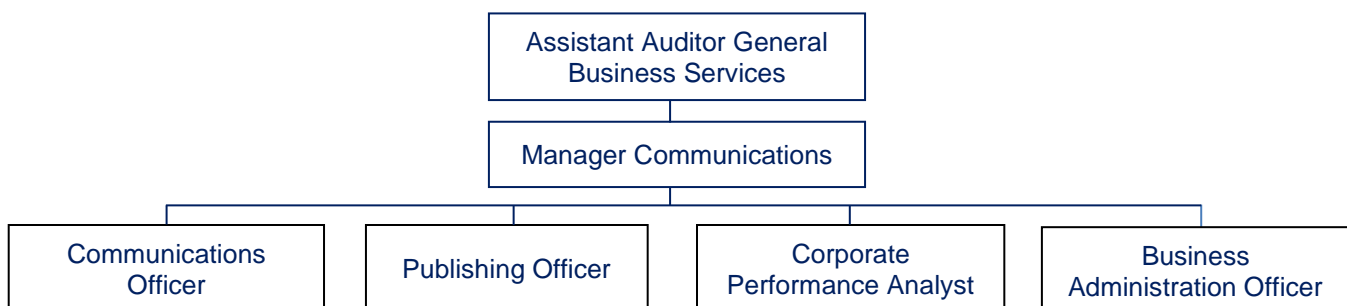
we respect and value the contribution of our people and encourage a cooperative approach to how things get done.

Our Office is committed to the highest standards of corporate governance - managing our resources, managing our people and managing our relationships as befits a leader in public sector audit.

**Role of the Business Administration Officer**

- provides administrative support services for the Office and within Business Services.

**Reporting relationships**



<b>Position title</b>	<b>Position number</b>	<b>Level</b>
Business Administration Officer	AUD001041	Level 2
<b>Effective date</b>	<b>Program</b>	<b>Business Unit</b>
December 2020	Communications	Business Services

### **Business Services**

Provides the Auditor General with the services and strategies necessary to ensure effective communication with Parliament, the community and stakeholders in public sector audit. In addition this Business Unit ensures the human, financial and other resources of the Office are used efficiently and effectively and that management has the information to effectively run the Office.

### **Enhancing the relevance and timeliness of services**

The challenge for Business Services is firstly to support the Auditor General and ensure his Reports and his wider role in the community best address the needs of Parliament and the public for independent information on public sector performance and accountability.

The second challenge is to enhance the relevance, technical quality and timeliness of the Office's products and services.

The policy work of Business Services entails the provision of strategic advice, monitoring and analysing issues and trends, and liaising with key stakeholders in the Office's operations.

### **Key Challenges for Business Services/Communications branch include:**

- managing the differing priorities of multiple internal and external stakeholders
- supporting change as we strive for greater efficiencies and effectiveness
- delivering the level of service required to meet Office business requirements
- managing systems and processes that support the current business demands but are also flexible enough to adapt to meet the future needs of the Office.

## **Responsibilities of this position**

### **Administration**

- provides administration support for the Office and Business Services
- creates and maintains records in the electronic document and records management system
- assists with meeting, interview and function preparation
- maintains stationery and consumable supplies including ordering and finalising accounts
- coordinates vehicle repair, roadside assistance, accident claim forms, infringements and parking arrangements
- attends building tenant meetings and reports building maintenance and repair jobs
- prepares purchase orders
- assists with operational Business Services activities.

### **Customer service**

- ensures a quality customer service is provided at all times to internal and external clients
- is the first point of contact for the Office, managing incoming calls and visitors
- manages the reception and training email inboxes.

Undertakes other duties and special projects as required.

**Essential qualification(s)**

Nil.

**Essential capabilities**

These reflect the specialist technical and leadership capabilities of the position.

**ESSENTIAL – Technical**

- Experience providing high quality administration support services.
- Experience in records management and Microsoft Office.

**ESSENTIAL - Leadership**

**Managing activities**

- Demonstrates a sense of purpose
- Able to link operational activities to team and Business Unit objectives
- Harnesses information
- Shows sound judgement, intelligence and common sense

**Achieving results**

- Contributes to organisational skill and responsiveness
- Utilises professional expertise
- Accepts and implements change
- Delivers intended results

**Building productive relationships**

- Maintains internal and external relationships
- Facilitates team cooperation
- Values differences and diversity
- Supports people operationally

**Exemplifying personal integrity and self-awareness**

- Demonstrates public service professionalism and probity
- Identifies and responds to risk
- Commits to action
- Displays resilience
- Demonstrates a commitment to personal development

**Communicating and influencing effectively and respectfully**

- Communicates clearly
- Listens, understands and adapts to audience
- Negotiates openly

**Head Office location is in Perth CBD.**

**CERTIFICATION**

This document is an accurate statement of the responsibilities and requirements of this position.

Signature .....  .....

Date ...17 December 2020.....

**Auditor General**