



Administrative Assistant Statewide Services

Position number	Generic
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 2
Reports to	<i>May vary depending on the position</i>
Direct reports	Nil

Context

The Statewide Services Division is responsible for the central portfolios that deliver support services to students and schools across the State to improve educational outcomes for all students. This includes working with Regions to ensure there is state-wide integration of support to schools and students, providing policy advice, allocating resources, and monitoring programs and services to ensure high standards.

Visit education.wa.edu.au for more information about the Department of Education.

Key responsibilities

- Use advanced features in Microsoft products to prepare documents, including brochures, spreadsheets, charts, and tables.
- Manage incoming telephone calls and visitor enquiries from internal and external clients.
- Collaborate with stakeholders to support the services, projects and programs within the organisation.
- Provide clerical and administrative support to the Director, Manager and branch members across the directorate as required.
- Prepare, process and deliver incoming and outgoing correspondence, action routine matters by drafting responses and prepare basic reports; ensuring correspondence protocols are followed.
- Monitor workflows to ensure deadlines are met.
- Prepare and distribute agendas, taking of minutes and associated documents and undertakes follow up action when required.
- Establish, maintain and update databases; undertake data collection, data entry and processing; and maintain effective records and information databases in accordance with the *State Recordkeeping Act 2000*.
- Maintain an effective correspondence filing system for corporate information and records relating to projects, initiatives, committees and other branch activities.

- Coordinate and/or arrange travel and accommodation, including logistics, preparing travel documents and booking flights and accommodation.
- Coordinate the use of office equipment and other minor purchases and maintain stationery supplies and asset registers.
- Support professional learning events and workshops and provide support to achieve issue resolution.
- Assist managerial staff meet their financial, procurement and human resources responsibilities, including reconciling credit card expenditure, checking certification reports and invoices and monitoring expenditure.

Selection criteria

1. Demonstrated experience with Microsoft Office suite in clerical and general administrative duties, including advanced word processing skills and proficiency with spreadsheets and databases and experience using an electronic records management system.
2. Demonstrated good written, oral communication and interpersonal skills with the ability to liaise effectively with a wide range of individuals and provide customer-focused services.
3. Demonstrated experience in purchasing, processing accounts for payment and monitoring expenditure for a work unit.
4. Demonstrated initiative and good organisational skills with the ability to meet competing priorities in a fast-paced business environment.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- 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 responsibilities and other requirements of the position.

ENDORSED

Date 17 April 2020
Reference D20/0203454