



Administration and Research Officer

Business Support

Position number	00041941
Agreement	Public Sector CSA Agreement 2021 (or as replaced)
Classification	Level 3
Reports to	Manager, Business Support (Level 7)
Direct reports	Nil

Context

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of clients by providing value for money corporate services through skilled and motivated people. The BCS aims to deliver services within an environment of standardised systems and processes.

The Business Support Branch provides business and administrative support to the BCS. This includes:

- staff engagement and wellbeing
- occupational health and safety
- learning and development planning and coordination
- facilities and asset management
- administrative support
- audit and compliance monitoring and reporting
- BCS budget management and reporting
- BCS communications including the development and maintenance of the BCS Intranet
- business planning, monitoring and reporting
- risk management and business continuity.

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Key responsibilities

- Provide effective and responsive administrative and research support to the Directorate.
- Prepare and present information and reports to support directorate and branch planning.
- Liaise with internal and external clients to obtain data and information related to, and impacting on, the provision of shared services.
- Develop and maintain effective communication links and working relationships to ensure access to relevant specialist knowledge.
- Assist in the research and analysis of data and information relating to directorate projects and programs.

- Assist in the implementation and monitoring of directorate projects and programs.
- Maintain an effective correspondence filing system for corporate information and records relating to projects, initiatives, committees and other activities.
- Undertake procurement, payment of accounts, credit card reconciliation and reporting in accordance with the Department policy and procedures.
- Manage diary appointments and provide executive support to working groups, including setting up meetings, preparing agendas, collating documentation and taking minutes.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and Education Business Services goals and facilitates accomplishment of designated roles and deliverables.

Selection criteria

1. Demonstrated sound conceptual, analytical and research skills and ability to identify appropriate solutions.
2. Demonstrated sound verbal, written and interpersonal communication skills, including the ability to liaise effectively with individuals at all levels and in a variety of contexts.
3. Demonstrated well developed skills in relevant computer applications and programs, including spreadsheets, databases and word processing.
4. Demonstrated experience in purchasing, processing accounts for payment and monitoring expenditure for a work unit.
5. Demonstrated initiative and sound organisational skills with the ability to work collaboratively in a team environment and identify priorities to meet conflicting deadlines.

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 3 November 2021
Reference D21/0634028