



## Administrative Officer

### Education Business Services

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

#### Context

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 and communication 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.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

#### Key responsibilities

##### Specialist Services

- Provide clerical and administrative support to the Director or Manager and staff, including basic research.
- Arrange meetings, prepare and distribute meeting agendas and minutes and undertake follow-up actions when required.
- Respond to telephone calls, visitor enquiries, diary appointments, e-mail and other communications.

- Prepare correspondence, Ministerial responses and reports in accordance with Departmental correspondence protocols.
- Maintain an effective correspondence filing system for corporate information and records relating to projects, initiatives, committees and other activities.
- Assist with travel and hospitality arrangements, including preparing travel documents and booking flights and accommodation.
- Undertake payment of accounts, credit card reconciliation and purchasing requirements.
- Maintain financial data, assist with budget preparation and prepare expenditure reports.

### **General Support**

- Contribute 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.
- Contribute to change management projects relevant to the work group.
- Participate on committees and working parties as required.

### **Customer and Stakeholder Liaison**

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

### **Selection criteria**

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 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            1 February 2021  
Reference    D21/0038346