



## Graduate Officer - Service Delivery Support - Level 3 (MIS22211)

<b>Group:</b>	Industry Regulation and Consumer Protection	<b>Location:</b>	Cannington
<b>Division/Directorate:</b>	Service Delivery	<b>Supervises:</b>	0
<b>Branch:</b>	Service Delivery Support	<b>Reports to:</b>	Coordinator
<b>Section:</b>	NA		

### Operational Context

Within the Service Delivery Division, the Service Delivery Support Branch is responsible for providing operational and project support to the Executive Director and other senior officers within the Division. In particular, the Branch manages the cashiering services at the Department's Cannington offices; undertakes business improvement projects; develops operational policies; manages cross-group operational projects; and provides finance and human resources responsibility support to senior officers within the Division.

### Role Overview

The graduate will carry out a range of functions during rotations through different divisions of the Department, and possibly through other WA Government departments before returning to a position in the Service Delivery Support Branch.

### Role Responsibilities

(The following outlines the key responsibilities and duties related to this position)

- Carries out designated research, policy and project activities to support business objectives, both individually and as part of a team.
- Drafts correspondence including reports, briefing papers, internal memos, ministerials and Parliamentary Questions.
- Collaborates with internal and external stakeholders to provide and receive information as required.
- Builds on relevant tertiary education with corporate knowledge, and applies professional expertise to support and enhance business activities.
- Develops a sound understanding, knowledge and experience of the operations of the Department.
- Actively participates in on-the-job learning including training activities provided through the graduate learning and development program.
- Contributes and adopts digital practices in alignment with departmental approaches.
- Roles may vary with each placement but are all contained in the above general statements.

### Corporate Responsibilities

(The following outlines departmental responsibilities)

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Performs other duties as directed.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all applicable work health and safety laws.

### Role specific requirements

(The following outlines what experience and qualifications are required to fulfil this role)

- Bachelor degree in Business or one of the following fields or an approved equivalent: business improvement, project management, communications (degree to be completed in the current or preceding calendar year).
- The graduate program is an equity and diversity employment initiative and therefore we are actively looking for recent university graduates from any of the following diversity groups to apply:
  - people 24 years and under
  - people with disability
  - Aboriginal and/or Torres Strait Islander people

### Capabilities Required

(The following outlines the behaviours required to be demonstrated to perform this role)

- Adheres to the Code of Conduct, acts with integrity and behaves in an honest, professional and ethical way.
- Shows willingness to learn and develop expertise to achieve goals and tasks set.
- Works collaboratively with team members and external stakeholders and treats people with respect and courtesy.
- Proven ability to research, analyse and interpret information and report on findings.
- Able to write a range of documents and communicate clearly and effectively with various internal and external stakeholders

### This position reports to:

Coordinator  
Position No: 00016889 Classification: L5

### Positions reporting to this Role:

This position has no direct reports

### Position Conditions:

(The following outlines pre-employment assessments and ongoing conditions and requirements)

- National Police Check

### Approved Date

12-SEP-2022