



## Investigations Support Officer

### Teacher Registration

<b>Position number</b>	00034831
<b>Agreement</b>	Public Sector CSA Agreement 2022 or as replaced
<b>Classification</b>	Level 3
<b>Reports to</b>	Manager, Investigations and Compliance (Level 8)
<b>Direct reports</b>	Nil

#### Context

The Teacher Registration Directorate (TRD) comprises the Registration and Customer Services Branch, the Investigations and Compliance Branch (ICB) and the Policy and Quality Assurance Branch (QA). The Directorate is responsible for providing secretariat services to the Teacher Registration Board of Western Australia. The Directorate supports the Board's mission of serving the public interest by ensuring that teachers are registered and teacher education programmes are accredited in accordance with relevant legislation and in the best interests of children.

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

#### Key responsibilities

- Undertake a diverse range of administrative and operations support tasks to assist the ICB team and management, including preparing cases requiring consideration by the Board at monthly meetings.
- Undertake project/research work to support the ICB team and management.
- Screen sensitive and contentious incoming correspondence including emails, redirect them to other staff for action as required, ensuring attention is drawn to urgent and important items.
- Transcribe audio recordings into a written format.
- Input and retrieve data from computer databases.
- Collate information and maintain computer and manual files, registers and records for ICB.
- Assist in maintaining and managing assets and equipment and ensure office supplies are ordered in alignment with the relevant Common Use Arrangements (CUAs).
- Organise functions, meetings and conferences, including coordinating arrangements for external visitors attending Board matters.
- Ensure appropriate briefing papers, background material and reports are provided in a timely manner.

- Assist in the preparation and collation of ICB's evidentiary documents for the State Solicitor's Office regarding matters referred to the State Administrative Tribunal.
- Maintain records in accordance to State Government record keeping requirements.
- Arrange travel and accommodation for the ICB team.
- Monitor and follow-up notices for information to external clients in accordance with the *Teacher Registration Act 2012* requests.
- Develop and maintain effective working relationships with key stakeholders including the Corruption and Crime Commission, WA Police, the Ombudsman, the Public Sector Commission and the Department of Education.

### Selection criteria

1. Demonstrated skills in providing administration support, including experience in organising meetings and preparing agenda, memoranda and minutes.
2. Demonstrated well developed written communication skills, with ability to produce reports and present information in a logical and concise manner.
3. Demonstrated sound organisational skills with the ability to reschedule and reorganise work to reflect changes in priority and meet planned outcomes.
4. Demonstrated skills and experience in providing an effective and efficient customer-focussed service.
5. Demonstrated well developed interpersonal and oral communication skills with the ability to work independently as well as actively and constructively in a team environment.
6. Demonstrated experience in dealing with information of a sensitive, confidential nature and the ability to provide accurate information, complete checks and confirms accuracy prior to release.

### 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 3 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 6 months of appointment
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

### Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

### ENDORSED

Date 17 April 2023  
Reference D23/1062062