

Administration and Finance Officer

Business Support

Position number	00028505
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 3
Reports to	Manager, Business Support (Level 7)
Direct reports	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.

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.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Provide executive, administrative and project support to the Director, Business and Customer Services in relation to the operations of the Directorate, including scheduling of appointments and management of enquiries and requests.

- Receipt, distribute, coordinate and monitor complaints on behalf of the Director, ensuring that the complaints management process complies with required standards.
- Receive confidential and sensitive enquiries that require appropriate referral and timely responses.
- Prepare responses to correspondence, ministerials and briefing notes, and undertake document and information searches, as required by the Director.
- Provide research and secretarial support for committees and meetings and assist with projects.
- Coordinate travel and accommodation requirements and coordinate conferences, including venue booking and catering.
- Coordinate staff induction and other onboarding processes across Directorate and report on staff termination.
- Liaise with senior staff within the Department, other agencies and members of the public on a diverse range of issues related to the Director's portfolio.
- Process the payment of accounts, organisation of corporate card statements and payment vouchers, arrangement of quotations, and the monitoring of travel expenditure.

Branch 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.
- monitors staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy
- Contribute to change management projects relevant to the Branch.
- Represent the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and 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 sound knowledge and experience in the delivery of high-level administration support services, including the ability to provide executive support to senior managers.
2. Demonstrated sound oral and interpersonal communication skills, including the ability to liaise effectively with senior managers and internal and external clients on a wide range of issues.
3. Demonstrated sound organisational skills, including a proven ability to work with limited supervision and make decisions in an environment with competing priorities and strict deadlines.
4. Demonstrated sound written communication skills with the ability to prepare correspondence, minutes and briefing notes.
5. Demonstrated sound financial management skills with the ability to interpret, report and apply financial practices and procurement procedures.

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 29 June 2023
Reference D23/1056626