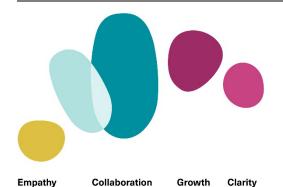




# **Position Description**

Position Title:	Services Officer	Classification Level:	2
Position Number:	Generic	Reports to:	Various
Directorate:	Various	Supervises:	0 FTE
Branch/Section:	Various	Location:	Perth Metropolitan Area/ Regional



#### **Our Values**

Our values define who we are, how we communicate, interact, develop and work together. Our values underpin everything we do.

Our values: Clarity, Empathy, Collaboration and Growth.

# **Role Summary**

The Services Officer is responsible for working collaboratively in a team environment to provide a high-quality service and perform activities which contribute to the delivery of the Department of Finance's (Finance) functions and organisational goals.

#### Responsibilities

- Participate in the continuous identification, review and development of initiatives and system requirements.
- Accept your share of responsibility concerning achievement of team objectives.
- Participate in planning team priorities.
- Be interested in the wellbeing of other team members.
- Give encouragement, guidance, and constructive feedback to members of the team.
- Be willing to accept feedback and act on it.
- Perform administrative functions to support the team's activities.
- Use and maintain electronic databases, business, and web systems.
- Contribute to the development and continuous improvement of systems, processes and performance.
- Demonstrate Finance's values in all interactions to contribute towards an innovative, customer focused, high-performing and values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Personal Leadership.
- Perform other duties as directed.



## **Essential Requirements**

- Good analytical and problem-solving skills with the ability to demonstrate how your own work contributes to the achievement of organisational goals.
- Ability to work independently and collaboratively to achieve quality outcomes to suit individual client/business requirements within agreed timeframes.
- Good customer service skills and ability to build effective relationships and foster a positive team environment.
- Good communication (oral and written) and interpersonal skills with the ability to work collaboratively within a team environment.

## **Desirable Requirements**

The Services Officer may be positioned across various directorates where knowledge/experience within one or more functions relating to general administration will be desirable:

- Experience in and knowledge of Accounts Payable, Accounts Receivable and contract administration processes and procedures.
- Experience working in a records/information management area, including the use of records management systems (RMS).
- Knowledge and experience in the maintenance of personnel and payroll services using a computerised Human Resources Management Information System (HRMIS).
- Ability to interpret, apply and provide advice on relevant legislation such as, Acts, Awards,
  Agreements, policies and procedures and to identify analyse and resolve related matters.
- Experience in computer system testing with particular attention to detail and accuracy.
- Knowledge of procurement systems and procedures.
- Knowledge and use of PC based CADD systems (particularly AutoCAD) and CADD tools.
- Knowledge of the building, construction and/or property industries.

## **Leadership Context**

We believe all our people are leaders. We consider leadership to be critical to the success of Finance and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in **Personal Leadership** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- Lead collectively: Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.



#### **OFFICIAL**

• **Lead adaptively**: Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

### **Pre-employment requirements**

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

#### Certification

Verified by: M.McLeod, HR Consultant, July 2023 Classification Evaluation Date: November 2020

