



Administrative Assistant

Employee Support Bureau

Position number	00020364
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 2
Reports to	Principal Consultant Workers' Compensation (Level 7)
Direct reports	Nil

Context

The Department's Employee Relations Directorate comprises two branches: Labour Relations and Employee Support Bureau. The Directorate is responsible for ensuring that industrial instruments and legislative frameworks are complied with and that employees are supported in a range of discrete human resource matters. It provides strategic and operational advice to the Minister, Director General, school leaders and line managers on a range of employee relations matters including:

- industrial and employee relations
- workers' compensation
- injury management
- occupational safety and health
- employee assistance and mediation programs.

The Employee Support Bureau is involved with work health and safety, injury management and workers' compensation functions for the whole Department.

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

Key responsibilities

- Provide the administrative support for processing workers' compensation claims, including entering data into the Human Resources Management Information System (HRMIS).
- Provide advice to employees and line managers regarding lodging workers' compensation claims.
- Provide advice to employees and line managers regarding the optical aid subsidy program and coordinate, calculate and process optical aid applications.
- Provide clerical and administrative support to the Manager and Branch.
- Prepare, process and deliver incoming and outgoing correspondence, actions routine matters by drafting responses and preparing basic reports.

- Maintain an effective correspondence filing system for corporate information and records relating to projects, initiatives, committees and other Branch activities.
- Perform specific administrative duties and basic research, such as following up workers' compensation documents and referral letters.
- Ensure adequate office supplies are available.
- Manage incoming telephone calls and visitor enquiries.

Selection criteria

1. Well developed knowledge and experience in administrative and clerical functions.
2. Well developed keyboarding and computer skills, including a working knowledge of databases, spreadsheets and word processing.
3. Demonstrated ability to use initiative and organisational skills, including time management.
4. Well developed verbal communication skills with the ability to liaise effectively with officers at all levels.
5. Demonstrated ability to 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 28 June 2022
Reference D22/0483651