



Administrative Assistant - Level 2 (MIS24322)

Group:	Industry Regulation and Consumer Protection	Location:	Perth
Division/Directorate:	Consumer Protection	Supervises:	0
Branch:	Consumer Protection	Reports to:	Executive Officer
Section:	Executive Support		

Operational Context

The Consumer Protection Division is responsible for promoting fair trading and consumer protection in Western Australia. Executive Support are responsible for ensuring all areas of the Division are supported to conduct their activities and manages communications with the government and ministers.

Role Overview

This role is responsible for providing administrative and clerical support to Directors and leadership teams and operational support to the Directorates.

Building Leadership Impact as a Personal Leader

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles. Leadership in this position is about the work of individuals who make a direct and immediate difference to the agency, with personal accountability for delivering excellence.

Role Responsibilities

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

- Attends to the daily correspondence for the Directors and Managers including co-ordination, management and monitoring of Ministerial and directorate correspondence, Parliamentary Questions, briefing notes and reports and attends to general enquiries on behalf of the directorates.
- Undertakes the preparation and word processing of correspondence, reports, briefing notes and other documents.
- Monitors tasks within the Directorates to ensure that timeframes and deadlines are met to contribute to the Directorates goals, objectives and targets.
- Manages the diary of the Directors, arranging appointments with internal and external stakeholders and rescheduling meetings in the event of a clash. Provides paperwork and briefings to the Directors in advance of meetings.
- Updates and inputs information in various databases and extracts information/reports as requested by the Directors.
- Maintains and develops appropriate office system including the compilation and reporting on Directorates performance standards and preparation of Ministerial Correspondence.
- Assist the Directorates to produce template documents, forms and maintain document control.
- Liaises with management, staff and external parties on behalf of the Directorates on a daily basis to co-ordinate meetings, functions and events and prepares agendas and takes minutes at a range of meetings.
- Undertakes other administrative duties as required.

Corporate Responsibilities

The following outlines departmental responsibilities:

- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- 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.
- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Performs other duties as directed.

Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Demonstrated ability to identify and find solutions to administrative problems.
- Demonstrated experience in providing administrative support at executive level, including the use of Microsoft Office suite.
- Demonstrate good organisation, multitasking and proof reading skills.
- Demonstrated well developed written and verbal communication skills including the ability to communicate with stakeholders at all levels.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Personal Leader](#), the following outlines those that are required to undertake this role:

- **Lead Collectively** - You complete your work to a high standard and ensure information is accurate.
- **Think Through Complexity** - You are accountable and take responsibility for your decisions and actions.
- **Dynamically Sense The Environment** - You adjust priorities and pace with guidance when necessary to ensure you contribute to delivering value for your team.
- **Deliver on High Leverage Areas** - You display personal resilience to overcome obstacles and challenges, seeking support from your manager when necessary.
- **Build Capability** - You are approachable and receptive to all members of your team.
- **Embody The Spirit of Public Service** - You display and embody the spirit of public service in all your decision making, interactions and professional activities.
- **Lead Adaptively** - You demonstrate a willingness to extend your knowledge, skills and technical expertise to support your development, seeking guidance when necessary.

This position reports to:

Executive Officer

Position No: 00016847

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:

- Nationally Coordinated Criminal History Check

Approved Date

14-JAN-2025