



Administration Support Officer

Risk and Assurance

Position number	00046917
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 3
Reports to	Director, Risk and Assurance (Level 9)
Direct reports	Nil

Context

The Professional Standards and Conduct Division includes the Standards and Integrity Directorate, the Risk and Assurance Directorate, the Legal and Legislative Services Directorate, the Parent Liaison Office, and the Personnel Screening Unit. The Division provides strategic leadership to enable the development, implementation and effective management of policies and strategies that fulfils statutory obligations and ensures that the highest standards of professionalism and integrity are demonstrated by all staff in the Department. The Division provides strategic advice to Corporate Executive on risk profiling and management, corruption prevention, internal control, complaints investigation and management, as well as child protection strategies, working with children compliance monitoring, criminal history screening and legal and legislative advice.

The Risk and Assurance Directorate delivers an independent and objective assurance and strategic advisory service to:

- provide assurance to the Director General and the Audit and Risk Committee that the Department's financial and operational controls are operating in an efficient, effective, economical, and ethical manner;
- assist management in improving the Department's business performance;
- provide a risk management governance function with its focus on assisting staff to manage risks effectively; and
- ensure the development, coordination and review of the Department's operational policies and delegations are aligned with the Department's strategic direction and governance function.

This position is expected to maintain, promote, and model ethical practice and appropriate standards of conduct and behaviour that align with the values of the Department's Code of Conduct: integrity, equity, voice, truth-telling, teamwork, care, and learning.

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Key responsibilities

- Provide administrative support for research activities, projects, and initiatives to support the Director and staff in the directorate as required.
- Assist in preparing project plans, reports, supporting materials, and monitoring systems, in accordance with Departmental policies and guidelines.
- Assist in preparing Ikon content associated with the functions of the Risk and Assurance Directorate.
- Respond to enquiries and engage with stakeholders as needed.
- Participate in, and contribute to, the analysis of emerging trends and issues relating to the functions of the Risk and Assurance Directorate.
- Provide general support to the teams within the Risk and Assurance Directorate, including but not limited to, reviewing, and recording correspondence, scanning documents, creating files, monitoring compliance with Departmental policies, and preparing reports.
- Maintain an effective correspondence filing system for corporate information and records relating to projects, initiatives, committees, and other directorate activities.
- Prepare and distribute meeting agendas and minutes and undertake follow up actions when required.
- Manage incoming telephone calls, visitor enquiries, diary appointments, meetings, emails, and other communications for the Director.
- Assist with travel arrangements, including preparing travel documents and booking flights and accommodation.
- Assist with the preparation of the budget, payment of accounts, credit card reconciliation, monitoring expenditure and preparing reports as required.

Selection criteria

1. Demonstrated considerable knowledge and experience in the delivery of administration support services.
2. Demonstrated experience in purchasing, processing accounts for payments and monitoring expenditure for a work unit.
3. Demonstrated sound organisational skills, with the ability to use initiative and work independently or as part of a team as required.
4. Demonstrated sound written communication skills, with the ability to prepare reports.
5. Demonstrated strong verbal communication and interpersonal skills, including the ability to communicate information in a clear manner and provide high-level customer service.
6. Demonstrated well-developed computer application skills, including word processing, development and maintenance of databases and spreadsheets, and experience using an electronic records management system.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit 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 and every 3 years thereafter
- 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 6 January 2025
Reference D25/0090073