

## JOB DESCRIPTION

### Portfolio Assistant

|                         |   |
|-------------------------|---|
| <b>Level:</b>           | Level 2   |
| <b>Position Number:</b> | 40000137  |
| <b>Location:</b>        | Northam   |
| <b>FTE:</b>             | 1.0 FTE   |
| <b>Division:</b>        | Training Profile Operations   |
| <b>Branch:</b>          | Community Health & Business   |
| <b>Agreement:</b>       | Public Sector CSA Agreement 2024<br>(and subsequent agreement/s)      |
| <b>Award:</b>           | Government Officers' Salaries Allowances and Conditions<br>Award 1989 |

### ABOUT THIS POSITION

Provides administrative and client focussed support across the Portfolio to ensure that all College's core business functions are undertaken in line with approved College procedures.

### POSITION'S RELATIONSHIPS

#### THIS POSITION REPORTS TO:

|   |         |         |
|---|---------|---------|
| Portfolio Manager Community Health & Business | Northam | Level 7 |
|---|---------|---------|

#### OTHER POSITIONS REPORTING TO ABOVE POSITION:

|                             |         |           |
|-----------------------------|---------|-----------|
| Lecturers                   | Northam | Level 1-9 |
| Commercial Projects Officer | Northam | Level 3   |

#### OFFICERS UNDER DIRECT RESPONSIBILITY:

NIL

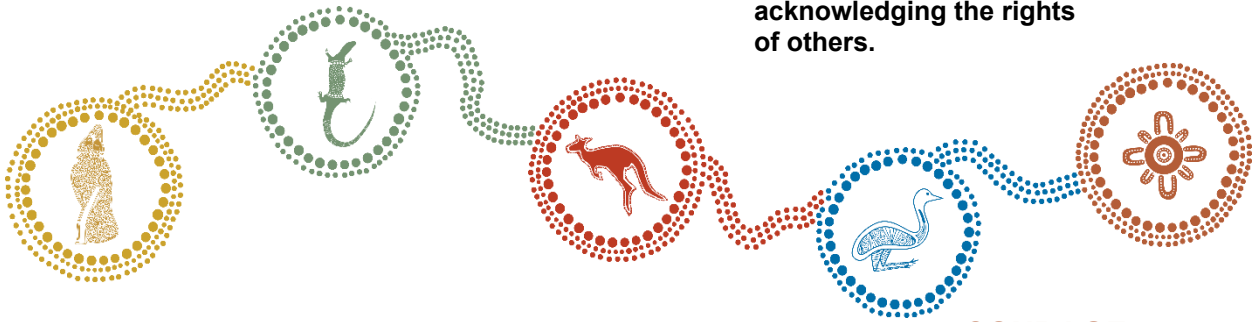
## OUR VALUES

### INTEGRITY

We are genuine, honest, and apply high ethical standards.

### RESPECT

We treat everyone fairly, valuing the difference between people, taking their preferences into consideration, and acknowledging the rights of others.



### COLLABORATION

We work together as a team and communicate openly and honestly with each other. When one does well, we all do well.

### INNOVATION

We have a 'can do attitude' and seek solutions that are imaginative, championing flexible thinking and approaches.

### COURAGE

We respond to challenges, take appropriate risk and accept responsibility for our actions. We are resilient and positive and show trust in each other.

## KEY ROLE INFORMATION

### KEY RESPONSIBILITIES OF THE POSITION:

#### Administrative & Operational Support:

- Responds to customer enquiries and assists with document submissions to the Student Management System.
- Prepares reports, rolls, and correspondence; manages calendars, appointments, and meeting arrangements.
- Maintains registers, databases, filing systems, and administrative equipment.
- Provides receptionist duties, handles mail distribution, and supports forum presentations.

#### Support to Portfolio Manager:

- Assists with College HR processes: timesheets, timetables, leave calendars, salary variations, recruitment, and performance reviews.
- Assists with finance processes: budget preparation, procurement, invoice processing, credit card reconciliation, and Fee for Service coding.
- Conducts preliminary research and drafts responses or communications on behalf of the Manager.

**Lecturing Staff & RTO Support:**

- Supports Lecturers with audit preparation, class resources, HR/finance tasks, and student liaison.
- Maintains RTO documentation, course registrations, and monitors course accreditation.
- Assists with organising accommodation and issuing certificates for clients.

**Student Support:**

- Supports enrolments, orientation, field days, and enrolment briefings.
- Acts as a point of contact for students when Lecturers are unavailable.

**Other:**

- Provides backup for other Portfolio Assistants.
- Performs additional duties as required.

## SELECTION CRITERIA

---

The selection process includes assessing applications against the responsibilities, and the role specific requirements of the position, within the context Personal Leadership and the ability to demonstrate and apply the expected leadership behaviours.

**ESSENTIAL:**

- Good written and verbal communication skills.
- Ability to work as a member of a team.
- Demonstrated organisational and secretarial skills.
- Demonstrated initiative and problem-solving skills.
- Sound keyboarding and computer skills including word processing, spreadsheets and data entry.

**DESIRABLE:**

- Understanding of Equal Employment Opportunity (EEO) principles.
- Knowledge of the Vocational, Educational and Training (VET) Sector and RTO requirements.

## OTHER REQUIREMENTS

---

- May be required to work from any College campus.
- Possession of a C or C-A Class Driver's Licence.
- Possession of a current Working with Children Check.
- A successful criminal record screening clearance (Nationally Coordinated Criminal History Check – Department of Education).

## CERTIFICATION

---

The details contained in the document are an accurate statement of the position's responsibilities and requirements.



Joanne Payne  
Managing Director

3 September 2025

## LEADERSHIP CONTEXT

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

### THE LEADERSHIP CONTEXT FOR THIS ROLE IS: PERSONAL LEADERSHIP

Leadership Expectations provide a clear understanding of expected leadership behaviours for all public sector employees in different contexts. The expected behaviours (see below) should be demonstrated in the context of Personal Leadership for this position.

|  |  |
|--|--|
| <b>Lead collectively</b>                   | You acknowledge the relationship between your work and the value it contributes to your team. You understand the College's objectives and can express how your work relates and contributes to achieving operational excellence.                     |
| <b>Think through complexity</b>            | You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise. You use information and analysis to initiate problem resolution and seek guidance as necessary.      |
| <b>Dynamically sense the environment</b>   | You engage in your work environment with a positive and open mind, acknowledging that your approach may not be the only effective approach. You seek to understand issues and problems before reacting and discuss them thoughtfully with your team. |
| <b>Deliver on high leverage areas</b>      | You identify the tasks and priorities of your work that are in line with the priorities of your team. You reschedule and reprioritise your work on a daily basis with guidance if necessary to reflect changes in your team environment.             |
| <b>Build capability</b>                    | You actively contribute to the development of your team's capability, ensuring you support your team members.  |
| <b>Embody the spirit of public service</b> | You promote and show respect for the College in completing your tasks and recognise that your interactions and service delivery have a direct impact on the reputation of the College.   |
| <b>Lead adaptively</b>                     | You are continually learning and adjusting your approach to be effective in the changing work environment.   |

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.