



Job Description

Support Officer Jobs and Skills (50D)

Level 3

Position Number:	00029310	FTE:	1.0
Directorate:	Service Resource Management	Branch:	Infrastructure Programs and Procurement
Location:	Osborne Park	Position Status:	Permanent
Agreement/Award:	Public Service Award 1992 Public Sector CSA Agreement 2024 or as replaced		

Reporting Relationships

Reports to:

Manager Jobs and Skills Resource Unit, Level 7

Other officers reporting to the above office:

Jobs and Skills Digital Resources Coordinator, Level 6

Project Officer Jobs and Skills Resource Unit, Level 5

This Office – officers under direct responsibility:

No direct reports

Key Role Statement

The Support Officer Jobs and Skills provides executive, project and administrative support to the Jobs and Skills Resources Unit, including but not limited to, responding to and directing email and telephone enquiries, managing the Jobs and Skills jobs boards, supporting digital communication platforms including, updating social media pages, the Jobs and Skills WA website and intranet sites using Drupal and SharePoint applications.

The Support Officer also provides event management organisation and logistical support for major events such as career expos, Jobs and Skills professional learning and development forums and events. Supports the JSC network meetings and Professional Learning program through planning, scheduling and providing technical support.

Key Responsibilities

- Provides effective and efficient clerical and administrative support to the Jobs and Skills Resources Unit team, including responding to and directing telephone and email enquiries from community members and Jobs and Skills Centre staff.
- Administers and maintains the Jobs and Skills WA Jobs Boards.
- Provides executive support for JSC network meetings and other working groups.
- Supports digital updates to the Jobs and Skills WA website and the Jobs and Skills Centre's intranet page.
- Coordinates and manages the logistics for events and expos, including the organising representation from JSC's and other stakeholders as appropriate.
- Assists with the booking, organisation and technical support for delivery of the JSC Professional Learning program.
- Assists with the content creation and scheduling of social media content for Jobs and Skills WA.
- Collates relevant information and data and prepares simple reports upon request.
- Follows written policy, procedures and work practices, including monitoring compliance to support quality control and continuous improvement practices.
- Files and archives all Jobs and Skills Resource unit's related correspondence and documentation according to the Department's records management policy and *State Records Act*.

Expected Leadership Behaviours

The role occupant is expected to consciously adopt the behaviours and mindsets aligned to the position's **Personal Leadership** context. The following outlines the key leadership behaviours in action pertinent to this position

- **Lead collectively** - You proactively build strong working relationships with members of your team and use these relationships to achieve your objectives and deliverables to a high standard.

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- **Think through complexity** - You use information and analysis to initiate problem resolution and seek guidance as necessary.
 - **Dynamically sense the environment** - You adapt your communication style and language depending on your target audience, negotiating confidently and respectfully.
 - **Deliver on high leverage areas** - You take responsibility for managing your work to achieve results, keeping others informed of your progress.
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Selection Criteria

Essential

Aboriginality is considered essential for this position under Section 50D of the Equal Opportunity Act.

- Demonstrated experience in providing executive and administrative support, with proficiency in data processing, Microsoft365 applications, and an ability to learn other systems and processes.
- Strong written, interpersonal, and verbal communication skills for effective liaison with officers at all levels, with a proven ability to work independently and as part of a team.
- Excellent organisational and time management skills, with the ability to use initiative and recommend solutions and/or improvements.
- Well-developed coordination skills for event planning and project support, including logistical support for major events and meetings.

Desirable:

Interest or previous experience in website support and social media platforms.

Other Requirements

- May be required to work from any Department worksite.
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Values

Our values reflect the way we go about our work with our partners, stakeholders and each other.

- We find solutions, deliver and do things well.
 - We have integrity and courage.
 - We respect, trust and care for each other.
 - We know diversity makes us stronger.
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CERTIFICATION

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


Branch Director:

Name: Neil Logan **Position:** A/Director Infrastructure Programs and Procurement

Signature:  **Date:** 9 September 2025

Delegated Authority:

Name: Tammy Ford **Position:** A/Executive Director Service Resource Management

Signature:  **Date:** 16 September 2025

HR USE ONLY

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