

Role Description

Administrative Officer (Generic)

Inclusion and Diversity

We all have a role in making our workplace one that embraces and values diverse backgrounds, perspectives and life experiences, creating a workplace where [we all belong](#).

Reasonable adjustments may be discussed with your manager, approved and documented to support and promote human rights and diversity across the workforce.



Job Evaluation No.

20443

Content Manager No.

12/475338

Work Unit

Nominated Unit

Nominated Branch

Nominated Division

Location

Nominated Location

Classification

AO2 Qld Public Service Officers and Other Employees Award - State 2015
36 ¼ hour week

Your employer

The Department of Education (DoE) is committed to delivering responsive services focused on equity and excellence to Queenslanders and their communities. We promote equity and excellence by our commitment to respect, protect and promote human rights. Our objectives are: a strong start for all children, every student realising their potential, fair and safe workplaces and communities, capable people delivering our vision. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

For more information about the department, please visit our website at www.qed.qld.gov.au

Your opportunity

As the Administrative Officer (Generic) you will provide efficient and effective executive support - administrative, data entry, reception services, basic data collection and analysis tasks to contribute to the effective operations of the work unit.

Administrative Officer (Generic) work in a diverse range of locations, therefore their supervisor will vary significantly. More experienced staff may be required to assist other staff by providing process related guidance and advice.

Your role

Responsibilities include:

- Provide effective and efficient general administrative support to work units.
- Provide reception services including receiving telephone calls and visitors to the work unit and where necessary directing these to appropriate areas.
- Sort, distribute and track correspondence and provide a follow up service where necessary.
- Operate and maintain a range of office equipment.
- Assist with ordering, stock control, records and file management and financial management.
- Perform a variety of other administrative or support services as directed by the manager or unit team leader.
- Undertake work activities in a cooperative and supportive manner as an active member of a diverse work team.

Other responsibilities (as required)

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.



Competencies – How you may be assessed

[Leadership Competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

Vision:

- Leads strategically – thinks critically and acts on the broader purpose of the system.
- Stimulates ideas and innovation – gathers insights and embraces new ideas and innovation to inform future practice.
- Leads change in complex environments – embraces change and leads with focus and optimism in an environment of complexity and ambiguity.
- Makes insightful decisions – makes considered, ethical and courageous decisions based on insight into the broader context.

Results:

- Develops and mobilises talent – strengthens and mobilises the unique talents and capabilities of the workforce
- Builds enduring relationships – builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.
- Inspires others – inspires others by driving clarity, engagement and a sense of purpose.
- Drives accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism persistence and transparency.

Accountability:

- Fosters healthy and inclusive workplaces – fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.
- Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness.
- Demonstrates sound governance – maintains a high standard of practice through governance and risk management.

Additional information

- This role description works in conjunction with the Candidate Information Package.