



JOB DESCRIPTION

Administrative Support Officer

Classification:	Parliamentary Service Level 3
Type of employment:	Ongoing (full-time)
Section:	Serjeant-at-Arms' Office
Position number:	5009
Security assessment:	Baseline

About the department

The Department of the House of Representatives provides services to support the efficient conduct of the House of Representatives, its committees and certain joint committees, and also provides a range of services and facilities for Members of Parliament in Parliament House. The department also promotes the work of the House in the community and supports the conduct of the Parliament's international and regional relations.

About the section

The Serjeant-at-Arms' Office is responsible for providing general support and administrative services to the operations of the House of Representatives Chambers, Members of Parliament and the department and its executive.

The Serjeant-at-Arms' Office provides advice and support to the Speaker, ministers, members and their staff, the department's executive and staff on accommodation, chamber-related administrative matters and security. It also performs ceremonial roles associated to the Parliament and supports both chambers through the Messengerial Services.

About the role

The Administrative Support Officer will support the Parliament, have demonstrated ability to work in a small team with limited supervision, operate a range of specialised ICT applications and possess knowledge of parliamentary procedure or the capacity to develop this quickly.

Duties

1. provide administrative support to the Serjeant-at-Arms' Office; including responding to general inquiries in person, by email and telephone (Teams)
2. operate and maintain relevant parliamentary ICT systems and databases, particularly those relating to operations of the office, including school bookings
3. make question time and committee room bookings

4. maintain Members' information
5. issue stamp allocation to Members
6. process office invoices
7. process department gift shop orders and maintain records
8. assist in issuing keys to suites
9. process maintenance requests
10. assist other areas of the Serjeant-at-Arms' Office as required, including stores requests

NOTE: *The Parliamentary Service employee assigned these duties may be required to work extended hours during sitting weeks and rotate to other areas of the department.*

Selection criteria

The successful candidate will demonstrate:

1. administrative and organisational skills including the ability to prioritise work to meet deadlines
2. proven ability to manage computer based booking systems accurately and to participate in the implementation of new systems and procedures
3. qualities of tact and discretion and the ability to communicate and liaise effectively including in person, by email and by telephone
4. proven ability to work within a team environment, with minimal supervision
5. an understanding of the role and operations of the Department of the House of Representatives or the capacity to develop an understanding of its roles and operations within a short period of time.

Eligibility

The successful candidate will be required to obtain and maintain a Baseline Security Clearance. Maintenance of a security clearance at this level is essential to the role, and failure to maintain a security clearance at this level may result in termination of employment.

Further information about the department is available on the [DHR website](#).

Additional information may also be found on  @AboutTheHouseAU and  @AboutTheHouse.

Approved:

Serjeant-at-Arms

20 May 2024