

DEPARTMENT OF THE HOUSE OF REPRESENTATIVES

Duty Statement

Classification : Parliamentary Service Level 4
Office : Serjeant-at-Arms

Security Assessment : Baseline

Duties

1. Manage a small service orientated team and induct and train new administrative staff on all aspects of administrative duties and IT applications.
2. Assist in managing customer service enquiries and requests.
3. Manage general administrative support for the Serjeant-at-Arms' Office and assist with arrangements for special parliamentary events.
4. Ensure operation of existing IT systems including Venue Management System, Gallery Booking System and Members Information Database and contribute to the improvement of these systems.
5. Support senior office staff with:
 - management of key access and controls;
 - management of departmental fleet vehicles; and
 - liaison with stakeholders associated with school, committee and courtyard bookings.
6. Maintain records for compliance and statistical purposes for the Office.

NOTE:

Duty representing highest function : All equal
Immediate supervisor : Assistant Serjeant-at-Arms
Executive Band 1

Approved:

Serjeant-at-Arms

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Selection Criteria

PARLIAMENTARY SERVICE LEVEL 4

Serjeant-at-Arms' Office

1. Demonstrated experience in a customer service role.
2. Proven organisational and time management skills, including the ability to establish priorities and monitor the workflow of a small team.
3. Demonstrated leadership, particularly in mentoring and developing staff.
4. Demonstrated effective administrative and IT skills.
5. Demonstrated ability to work under limited supervision and apply sound judgement while under pressure.
6. Proven liaison and interpersonal skills, and the ability to work in a small team environment.
7. An ability to work in the parliamentary environment, with a good understanding of the functions of the Department of the House of Representatives, or the ability to acquire such knowledge quickly.

Approved

Serjeant-at-Arms