

# DEPARTMENT OF THE HOUSE OF REPRESENTATIVES

## Duty Statement

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Classification : Parliamentary Service Level 1-2

Office : Serjeant-at-Arms' Office

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Security Assessment : Not assessed

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## Duties

Under general direction perform any of the duties listed below:

1. Provide high quality services and administrative support to the Speaker, Members, the Clerks and other parliamentary staff in the Chamber and Federation Chamber including:
  - setting up and clearing the Chamber and Federation Chamber on sitting days;
  - delivering and distributing parliamentary papers;
  - messengerial duties;
  - implementation of the rules relating to access to the Chamber, Federation Chamber and the Parliamentary precincts and provide directory assistance to staff and visitors to Parliament House; and
  - respond to and assist with managing an incident in the Chamber or Federation Chamber.
2. Provide service and administrative support to clients through:
  - the collection, receipt and delivery of mail and other goods to clients;
  - the performance of Committee room support duties;
  - undertake courier duties as directed; and
  - undertake role as First Aid Officer.
3. Assist with the distribution of furniture, equipment and stores within the department including operating a computerised assets/stores inventory system.
4. Assist with the provision of advice and assistance to Members on the use of the Comcar shuttle and the coordination of the number, task and release of vehicles allocated to the shuttle.

NOTE: The Parliamentary Service employee assigned these duties will be required to undertake rostered work and overtime at short notice, and may be required to rotate to other areas of the Department.

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Duty representing highest function : EQUAL

Immediate supervisor: Supervisor, Messengerial Services - Parliamentary Service Level 4  
or Assistant Serjeant-at-Arms – Executive Band 1

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Approved:

Serjeant-at-Arms

# DEPARTMENT OF THE HOUSE OF REPRESENTATIVES

## Selection Criteria

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### PARLIAMENTARY SERVICE LEVEL 1-2

MESSENGERIAL ATTENDANTS  
STORE MANAGER  
TRANSPORT OFFICER

SERJEANT-AT-ARMS' OFFICE

1. Proven ability to work cooperatively in a small team environment and respond effectively to direction.
2. Proven ability to implement service policies and procedures, with experience in client services desirable.
3. Demonstrated oral communication and organisational skills including the ability to liaise with Members, staff and departmental staff.
4. Demonstrated sound administrative skills including the ability to use a range of IT applications.
5. Demonstrated personal qualities of tact, courtesy and discretion in a sensitive environment.
6. Proven ability to perform under pressure and meet deadlines working under general direction.
7. Demonstrated knowledge of the parliamentary environment or the ability to quickly acquire a knowledge of the parliamentary environment.

Approved:

Serjeant-at-Arms