

DEPARTMENT OF THE HOUSE OF REPRESENTATIVES

Duty Statement

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

Security Assessment	:	Not assessed
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Duties

1. Direct and supervise the work of the Chamber and Federation Chamber Attendants and provide on-the-job training in those areas. Assist with arrangements for ceremonial events.
2. Ensure equipment, furnishings and facilities are in good repair and meet the needs of the Chamber and Federation Chamber.
3. Represent the Serjeant-At-Arms when briefings are required on the operational routine of the Chamber and Federation Chamber.
4. Supervise Messengerial Attendants and Parliamentary Assistants, including:
 - supervising on the job training and work performance according to individual performance agreements and assessing development and training needs;
 - preparing duty rosters, supervising overtime, flextime and leave entitlements; and
 - applying departmental policies particularly those relating to workplace diversity, industrial democracy and work health and safety.
5. Implement, monitor and review the Department's Messengerial services, policies and procedures including:
 - Chamber support duties;
 - general support services to Members and departmental staff;
 - ministerial wing services and policies;
 - courier runs and the collection, receipt and delivery of mail and other goods;
 - committee room support and setup; and
 - stock control and issue of staff uniforms.
6. Prepare correspondence of an administrative nature.
7. Maintain records for statistical purposes in relation to Australia Post, Australian Air Express and other services provided.

NOTE: The employee assigned these duties might be required to rotate to other areas of the department and undertake rostered work and overtime at short notice.

Duty representing highest function	:	All equal
Immediate supervisor	:	Manager, Messengerial and Accommodation Services

Approved:

Serjeant-at-Arms

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Selection Criteria

SUPERVISOR, MESSENGERIAL ATTENDANTS

PARLIAMENTARY SERVICE LEVEL 4

To perform the duties of the position, the occupant will require, in order of importance, the following background skills, knowledge and experience:

1. Sound supervision skills, including demonstrated ability to allocate resources, train staff and apply departmental policies particularly those relating to workplace diversity, industrial democracy and work health and safety.
2. Demonstrated high level organisational and administrative skills including:
 - the ability to work effectively under pressure, plan and coordinate daily activities, pay attention to detail, meet deadlines, keep accurate records and work cooperatively in a small team environment; and
 - implement service policies and procedures, with experience in client service delivery including sound oral/written communication and organisational skills, personal qualities of tact, initiative, discretion, flexibility, sound judgment and excellent personal presentation.
3. Good knowledge of the parliamentary environment, including the Chamber, Federation Chamber and the process of legislative and administrative documents.
4. Willingness and availability to undertake work in the Chamber and Federation Chamber, rostered work and overtime at short notice.
5. Physical ability to respond to and assist with managing a disturbance in the Chamber and Federation Chamber.

Approved

Serjeant-at-Arms