

INDEPENDENT COMMISSION AGAINST CORRUPTION

POSITION DESCRIPTION

Position title	Support Officer/Associate
ICAC Grade	1C
Division	Executive Support Unit
Reporting relationship	Reports to Executive Assistant to the Chief Commissioner and the Commissioners
Position Description Updated	October 2016; March 2017; October 2017; January 2018; August 2019

1. PURPOSE OF POSITION

Provide administrative services to support the Executive Support unit, as well as the presiding Chief Commissioner or Commissioners, investigation team and legal team to facilitate compulsory examinations and public inquiries held by the Commission.

2. NATURE AND SCOPE OF POSITION

- Provide administrative support to the presiding Chief Commissioner or Commissioners in compulsory examinations and public inquiries.
- Provide keyboard, word processing, transcription, clerical and administrative support services, including sorting, collating and copying documents.
- Provide administrative support including data entry, photocopying and collating documents, filing, preparation of hearing documents and other correspondence, and arranging interpreters, travel and accommodation for witnesses.
- Register all exhibits tendered during a compulsory examination and public inquiry on the Commission's case management system
- Ensure registration of property items produced during a compulsory examination and public inquiry held by the Commission.
- Maintain Exhibit and Transcript Folders for the presiding Chief Commissioner or Commissioners, Case Lawyer and Counsel Assisting.
- Register transcripts, suppression and variation orders within the Commission's case management system.
- Maintain accurate records on the Commission's Case Management and Records Management databases.
- Assist with switchboard and receptionist duties for the Commission when required for operational reasons.

3. PERFORMANCE ACCOUNTABILITIES

The position holder will be accountable for the quality of their work and the efficiency with which it is conducted.

Sensitive

Quality

- Administrative support services in Commission hearings meet Commission requirements.
- Word processing and transcription is completed to meet the Commission's needs and complies with relevant Commission requirements.
- Collation, photocopying and filing of documents is accurately undertaken.
- Records created, kept, prepared and collated meet requirements as advised, and are accurate.
- Interpreter, accommodation and travel arrangements made meet Commission requirements.
- Hearing exhibits and property items are correctly scanned, formatted, filed, named, registered and forwarded to the relevant staff.
- Data entered into the case management system for the registration of suppression and variation orders is accurate and reliable.
- Customer service delivered to a high quality at reception.

Operational effectiveness

- Initiative is used to identify problems and issues and formulate effective responses.
- Work is effectively prioritised.
- Work is completed to an acceptable standard on a timely basis.

People and communication

- Work as an effective member of a team.
- Working documents and records are appropriately maintained so that information about work progress and outcomes is readily available to others.
- Communicate effectively with external persons, including those involved in Commission hearings.
- Keep relevant people informed of pertinent information in a timely manner.
- Maintain records in accordance with Commission policies.
- Deal with all internal ICAC matters in a confidential and professional way.

Growth

- Performance issues are promptly addressed.
- Appropriate personal and professional development needs are identified and, in consultation with the Executive Assistant, they are addressed.

4. REQUIRED QUALIFICATIONS OR RELEVANT EQUIVALENT WORK EXPERIENCE

- Administrative, clerical and word processing experience.
- Knowledge of Case Management and Records Management databases to keep accurate records.
- Typing skills with attention to accuracy and detail.
- Basic analytical skills.
- Demonstrated ability to be flexible.
- Proficiency in Microsoft Office suites.

5. SOURCE DOCUMENTS

- ICAC Code of Conduct
- Executive Division Business Plan