



Position description

Position title	Parliamentary Officer, House and Procedure
Classification	Clerk 5/6
Business Unit	House and Procedure
Reports to	Director, House and Procedure
Other positions with this classification	Parliamentary Officer, Scrutiny and Engagement
	Parliamentary Officer, Office of the Clerk
	Parliamentary Officer, House and Procedure Chamber Supervisor
Date	May 2022

Context and purpose of position

The Department of the Legislative Assembly supports the Legislative Assembly, Members and Committees to fulfil their parliamentary duties, both within Parliament and within their electorates. Permanent officers of the House provide procedural and other advice to Members.

Parliamentary Officer position purpose

The Parliamentary Officer position provides high level administrative support and research assistance throughout the Department within the three units – House and Procedure; Scrutiny and Engagement; and Office of the Clerk.

Parliamentary Officer placement

Parliamentary Officers may work in one of three units within the Legislative Assembly: House and Procedure; Scrutiny and Engagement; or the Office of the Clerk. The Department is an adaptable workplace committed to supporting the rotation of staff between units. This is in order to optimise resource allocation to meet business needs and to develop staff competencies and promote career development, in accordance with the Department's Staff Rotation Policy.

While rotation is subject to the business needs of the Department, requests for rotation will be met where possible.

House and Procedure functions

The House and Procedure Unit undertakes three core functions:

- Day-to-day operations of the Table Office in support of the Chamber and production and publication of all House Records.
- Support for Members, their staff and visitors to the Parliamentary Precincts.
- Primary responsibility for the collation and dissemination of procedural advice and information in a variety of formats, to a wide stakeholder group. It provides high level procedural research, knowledge management, learning and development (for external

and internal stakeholders) and administrative support for the Legislative Assembly. This work function includes responsibility for protocol and interparliamentary relations.

House and Procedure Parliamentary Officer purpose

The Parliamentary Officer, House and Procedure, provides procedural, administrative and coordination services to support the operations of the House and the Department of the Legislative Assembly.

Key accountabilities

House and Procedure operations

- Primary responsibility for the production of the parliamentary business papers, within tight timeframes and meeting procedural requirements. Business papers include the Votes and Proceedings, the Questions and Answers Paper, and the Business Paper.
- Manage the petitions process, including liaising with petitioners and other stakeholders and meeting procedural requirements.
- Manage records and systems relating to Members' information.
- Receive and record tabled papers and manage the registration and storage of, and access to, records of the House in compliance with statutory obligations.
- Maintain statistical information in relation to activities of the House.
- Enable public access to up-to-date information regarding the House and its Members by monitoring and maintaining databases and websites.
- Oversee and improve procedure administration systems, and other office administration systems and processes.
- Provide information and advice to Members and Members' staff on parliamentary procedure and the work of the House, under guidance from more senior staff on complex or unusual matters.
- Liaise with and respond to enquiries from members of the public, Members and their staff, and other parliamentary departments.
- Assist with procedural research projects.

Challenges

- Managing relationships and collaborating with colleagues to meet the needs of the unit under pressure and on time.
- Anticipating business of the House and its committees and adjusting priorities as required.
- Building procedural knowledge and experience.
- Complex environment; sensitive, varying stakeholders.
- Accurately and efficiently achieving project and operational outputs.
- Understanding how individual work contributes to the House and Procedure function and priorities.
- Consistently adopting a strong customer service focus with key stakeholders and members of the public.

Role dimensions

Decision making

This position holder will make decisions on how their work is prioritised and performed within agreed timeframes and operational needs. For political or sensitive issues, or those with the potential to impact the unit or the Assembly more broadly, consultation with Managers and Directors is required.

Reporting line

The position reports to Director, House and Procedure.

Direct reports

The role has no direct reports.

Key knowledge and experience

Essential requirements

1. Australian citizenship or permanent residency.
2. Tertiary qualifications or relevant work experience.


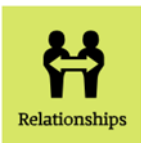


Knowledge and experience

1. Sound knowledge of the role and function of the Legislative Assembly and the Parliament, and the role and functions of government.
2. Sound knowledge of parliamentary procedure and the practices of the Legislative Assembly, and familiarity with relevant legislation.
3. Interpersonal and communication skills to interact with people in a variety of positions and provide accurate information and advice to people from a variety of backgrounds, including members of the public, Ministers, Members, and their staff.
4. Sound research and analytical skills.
5. Administrative and organisational skills including the ability to balance priorities and meet deadlines.
6. Sound writing skills to prepare correspondence and draft components of reports and briefing notes.
7. Sound digital technology skills and capacity to operate and adapt business systems to meet operational needs.

Capabilities for the role – House and Procedure Clerk Grade 5-6

Capability summary

Below is the full list of capabilities required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience & Courage	Foundational
	Act with Integrity	Intermediate
	Manage Self	Foundational
	Value Diversity & Inclusion	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
 Results	Deliver Results	Intermediate
	Plan & Prioritise	Intermediate
	Think & Solve Problems	Adept
	Demonstrate Accountability	Foundational
 Business Enablers	Technology	Intermediate

Focus capabilities

The focus capabilities for the position are those which occupants must demonstrate immediate competence to at least a satisfactory level. The behavioural indicators provide examples of the types of behaviours that would be expected at the required level for each of the focus capabilities.

Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	Represent the organisation in an honest, ethical and professional way. Support a culture of integrity and professionalism.

Capability Framework		
Group and Capability	Level	Behavioural Indicators
		Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct. Recognise and report misconduct and illegal and inappropriate behaviour. Report and manage apparent conflicts of interest and encourage others to do so.
Relationships Communicate Effectively	Adept	Tailor communication to diverse audiences. Clearly explain complex concepts and arguments to individuals and groups. Create opportunities for others to be heard, listen attentively and encourage them to express their views. Share information across teams and units to enable informed decision making. Write fluently in plain English and in a range of styles and formats. Use contemporary communication channels to share information, engage and interact with diverse audiences.
Relationships Commit to Customer Service	Intermediate	Focus on providing a positive customer experience. Support a customer-focused culture in the organisation. Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers. Identify and respond quickly to customer needs. Consider customer service requirements and develop solutions to meet needs. Resolve complex customer issues and needs. Cooperate across work areas to improve outcomes for customers.
Results Think and Solve Problems	Adept	Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence. Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience. Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience.

Capability Framework		
Group and Capability	Level	Behavioural Indicators
		<p>Seek contributions and ideas from people with diverse backgrounds and experience.</p> <p>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness.</p> <p>Identify and share business process improvements to enhance effectiveness.</p>
Results Deliver Results	Intermediate	<p>Seek and apply specialist advice when required.</p> <p>Complete work tasks within set budgets, timeframes and standards.</p> <p>Take the initiative to progress and deliver own work and that of the team or unit.</p> <p>Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals.</p> <p>Identify any barriers to achieving results and resolve these where possible.</p> <p>Proactively change or adjust plans when needed.</p>
Results Plan and Prioritise	Intermediate	<p>Understand the team and unit objectives and align operational activities accordingly.</p> <p>Initiate and develop team goals and plans, and use feedback to inform future planning.</p> <p>Respond proactively to changing circumstances and adjust plans and schedules when necessary.</p> <p>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals.</p> <p>Accommodate and respond with initiative to changing priorities and operating environments.</p>