

Office Assistant Level 3 (OAL3) - Duty Statement

Title:	Office Assistant Level 3
Rate of pay:	\$51.38 (includes 25% casual loading)
Reports to:	Project lead
Location:	Various (positions available across Victoria)
Last reviewed:	June 2026

1. Position statement

This role provides high-level administrative support to help deliver election, program or project activities effectively. The Office Assistant Level 3 applies sound judgement and works with increased independence to coordinate tasks and workflows. The duties listed below are typical but not exhaustive and may vary depending on the needs of the election, program or project.

Where required, a duty statement variant may be used to describe a specific project or activity. A variant does not change the classification, reporting level or responsibility of the role. If no variant is issued, this duty statement applies in full.

Key characteristics

- coordinates workflows and supports the smooth functioning of a team
- works with a high level of accuracy and judgement in managing data or documentation
- provides day to day guidance to OA1 and OA2 team members
- supports meetings, briefings or training activities

2. Duties

The Office Assistant Level 3:

- coordinates administrative workflows
- assigning tasks to OA1–OA2 staff and monitoring completion
- managing shared inboxes or work queues and redirecting items appropriately
- supporting supervisors by organising teamwork plans or tracking deadlines
- maintains accurate data and documentation
- verifying data entered by others and correcting errors
- preparing reports or summaries using system information or spreadsheets
- maintaining trackers for staffing, materials, training or readiness
- supports communication and collaboration
- responding to complex enquiries using judgement

- preparing meeting documents such as agendas or action lists
- coordinating logistics for meetings, briefings or training sessions
- provides guidance to junior staff
- supporting OA1–OA2 staff with task execution
- demonstrating correct processes or system steps
- assisting supervisors by monitoring team performance during busy periods
- understands and follows the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures
- performs other duties as requested.

3. Key selection criteria

The Office Assistant Level 3 is able to:

- apply relevant legislation, rules and VEC procedures accurately across all election, program or project activities
 - follow instructions accurately by reading and applying instructional products and using judgement to complete tasks in line with procedures
 - demonstrate high attention to detail and use strong literacy and numeracy skills to accurately complete more complex tasks
 - ensure integrity by handling all information and materials securely, maintaining accurate records, and raising issues promptly
 - work professionally and impartially, maintaining confidentiality at all times
 - communicate clearly, both verbally and in writing, giving instructions and providing guidance and support in a friendly, respectful and professional manner
 - work effectively as part of a team, contributing to shared election, program or project outcomes
 - provide day-to-day guidance, task support and workflow coordination to Office Assistant Level 1 and Level 2 staff
 - adapt to changing situations, such as busy periods, changes in tasks, or new instructions during the day, and support others to adjust to these changes
 - use electronic devices and computer software confidently and quickly learn in-house applications when required
 - organise work effectively, manage competing priorities and meet deadlines
 - coordinate administrative activities such as meetings or training sessions.
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4. Physical requirements

The following list is not exhaustive, and other tasks may be required.

The physical requirements of this role vary depending on where you are placed. Not all of the following will apply in every case. Where physical tasks are required, we will discuss these with you and consider reasonable adjustments where possible.

The Office Assistant Level 3 should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk short distances upwards of 200 metres or more, depending on venue requirements
- climb stairs if the venue has multiple levels
- safely lift, carry and pack materials and equipment (usually less than 13 kilograms), which may involve pushing, pulling and squatting actions, where this is required in your placement
- use a laptop or computer for extended periods of time.