



JOB DESCRIPTION FORM

Section 1 - OFFICE IDENTIFICATION

Effective Date of Document:
13 March 2025

Organisation: CPSU/CSA	Classification: Level 2/3	Office No: 00063
Division: Communications and Engagement	Title: Database Assistant	
	Salaries Agreement/Award: 2023 CPSU/CSA Staff Agreement	

Section 2 - REPORTING RELATIONSHIPS

Title: Coordinator Communications and Engagement
Classification: Level 7



Responsible to

This Office

Other Offices Reporting Directly to this Office:

Title:
Media Liaison – Level 5
Governance and Policy Officer – Level 5
Digital Engagement Specialist – Level 5
Member Engagement Specialist – Level 4/5
Business Analyst – Level 4/5
Customer Systems Administrator – Level 4/5

Offices under direct responsibility:
No direct reports

Section 3 - KEY RESPONSIBILITIES

The role is responsible for maintaining accurate records in the membership database and administration duties required by the Communications and Engagement Team.

Section 4 – Context and Scope

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The Community & Public Sector Union SPSF Group (WA Branch)/Civil Service Association of WA (Inc). (CPSU/CSA is the State Public Sector Union of WA). Our Purpose Statement: The CPSU/CSA is a union of members working to deliver public services in WA. The purpose of our union is to develop the capacity and confidence of members to collectively build and maintain power in the workplace. We exercise this power to win improved industrial and workplace rights, fairness and dignity. Strong union workplaces deliver better public services for WA. CPSU/CSA Values: Equity: we acknowledge imbalances of power within our society and seek for all people to be able to access the opportunities and support they need to reach their full potential and lead their lives with dignity. Justice: we pursue fair and just treatment for people in and beyond the workplace. Respect: we celebrate diversity, genuinely listen to each individual voice, and treat all people with respect and dignity. Solidarity: we support and stand with others in their struggle for justice. Integrity: we act with transparency and accountability and always in the interests of members. Theory of Union: If we organise and mobilise members to build action at scale and align workers and community interests, we will pressure the government to improve public sector jobs and service delivery. “Organised members” = distributed leadership, self-sufficient workplaces, active and engaged.		

Section 5 - STATEMENT OF DUTIES

Effective Date of Document:
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Title:
Database Assistant

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Level 2/3

Office No:
00063

Level 2

- Collate and enter member details onto Membership Database (IMIS); including contacting members to verify records as required.
- Assists the Customer Systems Administrator in maintaining the CPSU/CSA iMis database, systems and processes, including reporting.
- Perform data integrity processes.
- Reconcile accounts managed by the Communications and Engagement Team.
- Assists the Customer Systems Administrator in training and onboarding new staff in basic iMis functions.
- Assist with reception duties and organisational administrative tasks as required.
- Maintain worksite locations and address details.
- Consult and liaise with CPSU/CSA staff to coordinate, update, and maintain workplace, workplace electorate, and EDC structures.
- In cooperation with staff across the organisation, maintains worksite locations and address details.
- Generate appropriate correspondence confirming the appointment of delegates and other related matters, including reports for Executive and Council.
- Covers critical tasks of the Customer Systems Administrator, with guidance from the Coordinator Communications and Engagement, during short periods of absence.

Level 3 (In addition to the Duties outlined above)

- Proactively maintain member records at all levels in Membership Database (IMIS), including checking and updating existing member details and contacting members to verify records and workplace mapping as required.
- Identifies new data management processes to improve efficiency and accuracy of data management across the organisation, development and implementation in consultation with Customer Systems Administrator and Coordinator Communications and Engagement.
- Covers routine tasks of the Customer Systems Administrator during short periods of absence.
- Delivers training and onboard staff in iMis functions as applicable to relevant work areas under the guidance of the Customer Systems Administrator.

Section 6 - SELECTION CRITERIA

Effective Date of Document:
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Database Assistant

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Level 2/3

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00063

Level 2

ESSENTIAL

- Competent word processing and database skills with an ability to broaden computing experience with other packages. Including the ability to review and verify data.
- Strong numeracy and literacy skills, with attention to fine detail and an ability to identify anomalies.
- Strong verbal and interpersonal skills, including confidence in making member-contact calls to verify details and confirm membership preferences.
- Familiarity with Database Management Systems (DBMS) and an understanding of their place in broader records management and ICT systems.
- Enthusiastic and positive attitude, with proven ability to contribute and thrive in a team environment.
- Strong time management, organisational and work prioritisation skills.

Level 3

ESSENTIAL

- Excellent word processing and iMis database skills with a demonstrated ability to proactively manage, verify and improve data.
- Excellent numeracy and literacy skills, with attention to fine detail and a proven ability to identify and problem solve anomalies.
- Demonstrated experience working with Database Management Systems (DBMS) and broader records management and ICT systems.
- Proven record of implementing process improvements and making recommendations for data-driven member engagement.
- Strong verbal and interpersonal skills, including confidence making member-contact calls to verify details and confirm membership preferences.
- Enthusiastic and positive attitude, with proven ability to contribute and thrive in a team environment.
- Strong time management, organisational and work prioritisation skills with a proven ability to work autonomously and self-manage competing priorities.

DESIRABLE (at both levels)

- Understanding of and commitment to core union values.
- Background in the public sector or membership-based organisations.
- Understanding of the structure and makeup of the Western Australian Public Sector.

Section 7 - CERTIFICATION

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities, and other requirements of the position.

BRANCH SECRETARY	DATE:
OFFICE OCCUPANT	DATE: