



| NSW Department of Education

Secretary

Secretaries are at the heart of organisations, managing the diaries, emails and administrative work of executives, enabling them to focus on their core duties.

What secretaries do

Secretaries are a vital part of any business. They perform important administrative tasks, which ensure the smooth running of their office or organisation so professionals can focus on their core work.

They are the first contact point for visitors, handle incoming calls, take care of schedules and keep their bosses up-to-date with 'need to know' information.

A secretary's role varies depending on the industry they work in.

For example, medical secretaries liaise with patients who often have complex queries, make patient hospital bookings, type up official letters and collect and file medical test results.

Legal secretaries must be skilled and accurate typists. They meticulously proofread their work and the work of legal professionals as any errors can cause significant problems. They accompany solicitors to court or police stations to create an accurate record of meetings.

Secretaries also work in retail and wholesale, factories, hotels, hospitals, and schools.

Will I get a job?

Despite moderate growth in the last five years to a total of 44,800 jobs in Australia, this occupation is expected to contract by 25% over the next four years, with 11,100 fewer jobs.

What will I earn?

\$951-\$1,100 median full-time weekly salary (before tax, excluding super).

You'll like this job if...

You have great time management skills. You're a multi-tasker. You're well groomed. You pay attention to detail. You're organised and prepared. You have strong data entry skills. You're polite and courteous. You're an excellent written and verbal communicator. You're calm under pressure. You make meticulous records. You act with tact and discretion.

A day in the life...

Work as a secretary may involve these specific tasks:

- liaise with staff to arrange meetings
- prepare reports, briefing notes and correspondence
- proofread work for errors
- maintain appointment diaries and make travel arrangements
- process incoming and outgoing mail, file correspondence and maintain records
- answer phones, respond to enquiries and redirect callers
- take and transcribe dictation of letters and other documents
- greet visitors, ascertain nature of business and direct visitor inquiries
- implement management decisions and maintain records of meetings
- handle bookkeeping and petty cash.

VET qualifications

The following government-subsidised qualifications are available in NSW:

Certificate III in Business Administration (Education) (BSB30915)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 81.9%*

Certificate III in Business Administration (Legal) (BSB31015)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 81.9%*

Certificate IV in Business Administration (BSB40515)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 86.7%*

Certificate IV in Health Administration (HLT47315)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 91%*

Roles to look for

- Executive assistant
- Legal secretary
- Medical secretary
- Personal assistant
- Secretary

Main employing industries

- Education and training
- Rental, hiring and real estate services
- Accounting and law firms, management consultancies

Other jobs you may like...

- Office manager
- Clerk



To find out more regarding these related jobs, visit education.nsw.gov.au/job-guides.

Information sources

Income: Australian Government Department of Employment, Australian Jobs Report 2017, Occupation Matrix. ANZSCO ID: 2211. Earnings can vary greatly depending on the skills and experience of the worker, and the demands of the role. Career trend: Australian Government Department of Employment 2017 employment projections to May 2022. Graduate outcomes: National Centre for Vocational Education Research. *Approximately 6 months after they completed VET.

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