

Business Support Officer ASO4



Government
of South Australia

Department for Infrastructure
and Transport

Role statement

Organisational alignment

Division: Office of the Minister for Infrastructure and Transport
Directorate: Office of the Minister
Section: Executive Services

Reporting relationships

Reports to: Office Manager
Direct reports: Nil FTEs

Role overview

The Business Support Officer is accountable to the Office Manager for the Office of the Minister for Infrastructure and Transport. The role is part of a committed team who perform a variety of functions, including administrative, government liaison and advisory services to the Minister and the Minister's portfolio responsibilities.

The Business Support Officer is responsible for providing a range of specialised support services that contribute to the effective and efficient operation of the Minister's Office, including responsibilities for records management, administrative and executive support, and a range of administrative duties. This includes maintaining the integrity of the office's computerised records management systems and management of incoming/outgoing correspondence and correspondence preparation.

The Business Support Officer maintains good knowledge and understanding of Ministerial portfolios and works collaboratively as part of a small team, providing high level administrative and business support.

Further information about the Department can be found at: <https://www.dit.sa.gov.au/about-us>

Our values

We pride ourselves on applying these values to our day-to-day interactions and individual performance. They shape our approach to achieving our strategic agenda.



Collaboration

We work together as one team to serve our customers.



Honesty

We are honest, open and act with integrity.



Excellence

We commit to excellence in everything we do.



Enjoyment

We enjoy our work and recognise our success.



Respect

We respect, understand and value the people we serve.

Key outcomes required of the role

- Provision of high quality and accurate word processing in the editing of letters, minutes and other documents as required to support the work of the Minister.
- Provide high-level executive support to the Executive Assistant, exercising judgement to manage priorities, workflows, commitments in a complex environment.
- Assisting with responding to telephone enquiries and reception support, ensuring telephone enquiries are responded to promptly and in a courteous manner and manage and maintain the Ministerial mailbox.
- Managing an efficient and effective records management system by maintaining accurate and up-to-date files by creating, indexing, transferring and archiving correspondence as required
- Demonstrated experience working in a fast-paced environment and manage competing demands, using high level organisational skills, with an ability to multitask and prioritise work, whilst considering future business needs, quality and risk.
- Build productive relationships with a diverse range of stakeholders, including those in Ministerial offices, government departments and industry, by use of good written and verbal communication, to contribute to a high standard of customer service.
- Awareness of the external environment, such as the priorities of Government, focus of the media, and needs of the community.
- Support the training of staff where required and ensure the standard of work quality, service delivery and/or compliance with regulations and policies meets the objectives of the Office of the Minister.
- Contribute to the development of improved office processes by documenting and implementing new or alternative administrative and clerical processes and systems and provide a backup service to other staff in times of overload of work or leave.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with our values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

Special conditions attached to the role

- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- Some out of hours and weekend work may be required.

Educational qualifications / licenses

- Nil

Technical capabilities

- Experience in a Records Management System and Microsoft 365 Products.
- Basic knowledge and understanding of the role of the Minister, Cabinet and Parliament.
- Experience in the operations of a Minister's office is desirable.

Person capabilities

[Our Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; personal attributes; building relationships; achieving results; leadership and growth; and performance enablers.

Refer to our framework for the detailed capabilities required for this stream. This role is classified as:

Stream 2: Leader

Stream 2 roles would typically consist of supervisors and senior team members, including those with technical knowledge (indicative classifications include ASO4-6, PO2-3, OPS4-7, TGO2-5, M3-7, WPA2, WBT7-10).

Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the person capabilities (from Our Capability Framework) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the role overview and key outcomes.

- Demonstrated experience in providing business support services to senior executives in a fast-paced environment with changing priorities.
- Ability to exercise excellent problem-solving skills supporting informed and clear decision making.
- Demonstrated ability to consistently perform high volumes of work with close attention to accuracy and detail.
- Listens and responds to customer needs using clear and concise communication, tact and diplomacy and maintains a high degree of confidentiality
- Consistently manages high volumes of work, including enquiries by utilising a sound knowledge of related government programs with close attention to accuracy and detail.
- Proven ability to work under general direction, independently or as part of a team, think and plan activities, set priorities, use initiative and judgement in the interpretation of policies and procedures, recognising trends and implications on the work environment.
- Shows respect for diverse backgrounds, experiences and perspectives including that of Aboriginal and Torres Strait Islander people. Values diversity of thought.
- Shows genuine care for the safety and wellbeing of self and others.

Approved

Signature: _____ Date: _____

Graeme Jackson, Executive Director People and Corporate Services

People, Culture and Capability Use Only	KNet ID: 24762139	ANZSCO code: 5311	Position number: P67255
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