

Business Support Officer (ASO4)



Government
of South Australia
Department for Infrastructure
and Transport

Role statement

Organisational alignment	Division:	Infrastructure Delivery
	Directorate:	Building Projects
	Section:	Business Support
Reporting relationships	Reports to:	Team Leader, Business Support
	Direct reports:	Nil

Role overview

The Business Support Officer is accountable to the Team Leader, Business Support for the provision of administration services within Building Projects. The role provides advice, professional executive administrative support and assistance to internal stakeholders, including the Director Building Projects, Directorate staff, managers and employees, and external stakeholders, including South Australian Government Lead Agencies and social infrastructure building contractors.

The role contributes to and participates in the continuous improvement of administrative policies, procedures and practices to meet the Department's objectives.

This role contributes to driving a positive and collaborative team culture and ensuring administrative support services are delivered across the Directorate.

The Directorate works in partnership with and provides advisory and management services to South Australian Government Lead Agencies to manage the construction, delivery, replacement, refurbishment or demolition of South Australian social infrastructure (building construction) projects, buildings, office accommodation and government employee housing.

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

- Coordinating, or undertaking a range of functions associated with programs, projects, systems and/or services which are consistent with agency strategies, policies and priorities and deliver the Section's objectives.
- Coordinating resources and ensuring the standard of work quality, service delivery and/or compliance with regulations, codes, and specifications meets the Section's objectives.
- Preparing reports with recommendations, maintaining records and systems, preparing minutes and agendas for various internal and external meetings and contributing to the development of programs, services and projects and performance reporting.
- Liaising and negotiating with internal and external stakeholders and service providers to address concerns associated with, and to progress and provide input into, assigned programs, projects, systems and/or services.
- Undertaking a broad range of research and analysis to provide advice, information and correspondence which supports the delivery of assigned agency programs, projects, systems, policies and/or services.
- Supporting and/or contributing to the development and implementation of relevant and effective policies, strategies, standards, guidelines and procedures to meet program or Section goals and objectives.
- Contributing to a high standard of customer service for internal and external clients and quality management and risk.
- 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.
- Some intra / interstate travel may be required.

Educational qualifications / licenses

- Nil.

Technical capabilities

- Nil.

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.

- Well-developed communication skills, including the ability to liaise effectively at all levels, listen to staff, service providers and customers, resolve conflict, contribute to successful and positive negotiations, and formulate solutions to problems.
- Ability to work under limited direction, with experience in coordinating and/or implementing a broad range of complex functions associated with assigned programs, projects, systems, policies and/or services.
- Demonstrated ability to process high volumes of quality detailed work and synthesise information to provide recommendations in reports and correspondence.
- Experience in successfully coordinating and/or undertaking a broad range of functions associated with assigned programs, projects, systems, policies and/or services requiring the oversight of work quality and the efficient utilisation of resources.
- Sound analytical and research skills to evaluate information, provide advice and communications, and develop clear correspondence and reports with recommendations that meet deadlines.
- Ability to work under limited general direction, independently or as part of a team, identify specific or desired performance outcomes, plan and coordinate activities, use initiative and judgement and set priorities to achieve objectives within deadlines.
- 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: _____

Director, Building Projects

People, Culture and Capability Use Only	KNet ID: #24675581	ANZSCO code: 5311	Position number: TBA
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