

Senior Administrative Officer (ASO4)



Government
of South Australia
Department for Infrastructure
and Transport

Role statement

Organisational alignment	Division:	Road and Marine Services
	Directorate:	Road Maintenance
	Section:	Regional South
Reporting relationships	Reports to:	Stakeholder Engagement Coordinator
	Direct reports:	Nil FTEs

Role overview

The Senior Administrative Officer is accountable to the Stakeholder Engagement Coordinator and provides comprehensive, responsive, and solution focused administrative support to the Regional South Delivery Zone. This role serves as the first point of contact for the Murray Bridge regional office, managing reception services and responding to telephone and face-to-face enquiries. The position also provides timely and accurate advice to the Manager and Delivery Zone team on administrative, financial, and human resource management matters, including relevant policies and procedures.

In addition, the Senior Administrative Officer coordinates and monitors the Section's correspondence and prepares responses to Ministerial, customer, and stakeholder enquiries, including matters of a sensitive and complex nature. The role is responsible for analysing information and reports relating to administrative matters and presenting findings in formats suitable for the Manager's consideration, decision making, and further action.

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

- Conducting research and providing timely, concise and accurate advice on administrative, financial and human resource management matters, policies and procedures, appropriate to the audience.
- Coordinating and triaging the Section's correspondence, including monitoring the timeliness and consistency of responses, and drafting responses to Ministerial, customer and stakeholder enquiries often relating to sensitive and complex matters.
- Establishing and implementing approaches, systems and processes to improve office management, administrative and financial support service delivery, ensuring consistency with departmental policy requirements.
- Work under general direction, independently or as part of a team, exercise significant initiative, set priorities, plan and coordinate activities, achieve objectives within deadlines and make timely and well informed professional decisions.
- Providing support services for meetings and committees; arranging travel and accommodation; and maintaining effective record management systems for the Section.
- Liaising with staff, stakeholders and customers; initiating and undertaking investigations and special projects; and preparing reports and recommendations in a format appropriate for the audience.
- Contributing to risk management processes in consultation with other functions as appropriate e.g. finance, legal etc.
- 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

- This role is located at Murray Bridge.
- 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.

- Sound knowledge of the department's human resource and administrative policies, practices, protocols and financial delegations and the ability to understand and conceptualise strategic and political implications.
- Demonstrates significant experience in preparing correspondence and reports, sometimes relating to sensitive or complex matters.
- Well-developed written and verbal communication skills, including the ability to liaise effectively at all levels, listen to staff, customers and stakeholders, resolve conflict, contribute to successful and positive negotiations, maintain confidentiality, and formulate solutions to problems.
- Proven ability to work independently, under limited direction, manage high volumes of work, identify specific or desired performance outcomes, determine priorities and organise work to achieve objectives and meet deadlines.
- Demonstrates ability to act with urgency, accept and expect responsibility and formulate and suggest practical and innovative solutions.
- Proficiency in the use of Microsoft Office suite and departmental business applications (e.g. Knet, Basware, Bizflow and Promaster).
- 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, Road Maintenance

People, Culture and Capability Use Only	KNet ID: #15964376	ANZSCO code: 5211	Position number: P36099
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