

JOB AND PERSON SPECIFICATION

ROLE TITLE	Executive Support Officer		
CLASSIFICATION	ASO4	Position No.	P46859
TEAM	Executive		
TYPE OF APPOINTMENT			
<p>QUALIFICATIONS (to be considered for these duties it is essential or desirable, as listed, that you have the following)</p> <ul style="list-style-type: none"> • Desirable – A qualification in business administration or project management. • Essential – n/a 			
<p>OUR VISION</p> <p>All children and young people have access to high-quality education and care in safe, well-governed and well-managed services.</p> <p>OUR VALUES</p> <p>The Education Standards Board will uphold public sector values through its decisions, actions, and interactions. In addition, we are committed to our values:</p> <ul style="list-style-type: none"> • Honesty & integrity: We are consistent and fair in our actions to encourage openness and transparency. • Professionalism: We have a culture that strives for excellence and aims to improve productivity. • Sustainability: We respond to change and proactively improve. • Collaboration & engagement: We collaborate in our work practices. • Accountability: We make decisions that comply with legislation, are ethical and are consistent with approved policy and procedure. 			
<p>CONTEXT</p> <p>The <i>Education and Early Childhood Services (Registration and Standards) Act 2011 (Act)</i> established our Statutory Authority called the Education Standards Board. The Act and associated legislation shape South Australia's approach to the registration and regulation of education and care services from early childhood to senior schooling.</p>			
<p>ROLE PURPOSE</p> <p>The Executive Support Officer reports to the Manager, Office of the Chief Executive and is responsible for the provision of a quality confidential executive, program and administrative support service which contributes to the effective functioning of the Education Standards Board (ESB). The incumbent will perform a range of administrative support work, provide a professional, courteous, and confidential screening service as a first point of contact for ESB Directors and ensure confidential and timely management and prioritisation of executive diaries.</p>			
<p>REPORTING / WORKING RELATIONSHIPS (to whom the person reports; staff for whom the person is responsible; internal and external working relationships)</p> <ul style="list-style-type: none"> • Reports to: Manager, Office of the Chief Executive • Direct Reports: Nil • Liaises with all staff across the organisation and supports the senior management team. Liaises with the public, government agencies and Ministerial Offices. 			

SECTION A:	RESULTS TO BE ACHIEVED <i>(the outcomes, outputs, services, tasks and products arising from the duties)</i>
	<ul style="list-style-type: none"> • Provide high-quality and confidential secretarial and administrative support to ESB Directors through: <ul style="list-style-type: none"> • effective diary and OneNote management, including planning, coordinating and scheduling, prioritisation of workloads and provision of supporting documents/papers for effective time management. • screening phone enquiries and where appropriate handling or redirecting to appropriate officers. • coordinating travel and accommodation requirements and itineraries. • managing records in accordance with organisational policies and procedures. • undertaking administrative tasks or conducting research as required some of which may be confidential and sensitive in nature. • Ensure a high-quality confidential executive administrative service is delivered, including coordinating and preparing correspondence and responses to sensitive information requests and undertaking minor projects or research to support the work of executive. • Support a range of effective and professional business support activities in ESB including contributing to the development, implementation and maintenance of appropriate administrative systems, records and procedures. • Support human resource processes and procedures and assist in the coordination and maintenance of accurate and timely human resource documents and records. This can include supporting the preparation of employment contracts and payroll documentation. • Coordinate agency events, including preparation of agendas, liaison with guests and speakers, and booking of venues and catering and related tasks. • Monitor and track incoming documents to ensure correspondence is triaged and actioned accordingly. • Manage executive and organisational email inboxes, including allocation of work for clearance within required timeframes and screening enquiries, and where appropriate, handling, or redirecting enquiries or correspondence. • Provide executive services to internal committees/working groups as required including coordination and scheduling of meetings, preparation of agendas and papers, minute taking, actions recording and monitoring. • Develop, monitor and review of effective administrative processes. • Manage executive records in accordance with records management policies and procedures.
	<p>SPECIFIC REQUIREMENTS <i>(e.g. WHS, Act/Award, location, travel requirements, frequent overtime, etc.)</i></p> <ul style="list-style-type: none"> • The successful applicant will be required to satisfactorily complete a Department of Human Services Working with Children Check prior to being employed and regularly as required. • A current driver's licence and the willingness to drive is a requirement. • Intra or interstate travel may be required. • Some out-of-hours work may be required. • Flexible working arrangements are available for this position. • At times the incumbent may be requested to undertake some duties of the Executive Officer during periods of absence. • Annual performance agreement for the achievement of specific service or program outcomes. • Compliance with Government legislation, Code of Ethics for the SA Public Sector, State Records Act 1997, ESB policies and procedures, including ethical / accountable resources and information management, WHS and injury management, risk management, and the access / equity /diversity strategies of the public sector. • The incumbent will be required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.

SECTION B:	SELECTION CRITERIA
TECHNICAL EXPERTISE	
<ul style="list-style-type: none"> Well-developed knowledge of the protocols in supporting senior executive including current project coordination and administration practices and skills in scoping, initiating, implementing, and evaluating a range of projects. 	
PERSONAL ABILITIES	
<ul style="list-style-type: none"> Demonstrated ability to work under pressure and limited direction within a dynamic and fast paced environment with fluctuating high intensity workloads including skills at determining priorities and meeting deadlines. Demonstrated high order self-motivation and organisational skills, a positive attitude towards change management and skills in multi-tasking without compromising a high level of accuracy and attention to detail. Demonstrated ability to liaise and effectively communicate both verbally and in writing with people at all levels, both internal and external to government including skills in quickly building successful partnerships with the executive. Proven ability to utilise emotional intelligence in recognising and discreetly dealing with confidential and sensitive matters; demonstrate integrity of the highest order and exercise diplomatic skills appropriate to sensitive and high-level issues. Proven ability to pro-actively identify and act on opportunities to improve administrative practices and exercise a high degree of initiative and professional judgement where procedures are not clearly defined. A commitment and dedication to quality customer service provision. 	
EXPERIENCE	
<ul style="list-style-type: none"> Demonstrated experience in providing a comprehensive, confidential, high-level executive and administrative support service. Demonstrated level of successful experience performing a range of administrative, scheduling and records management functions including identifying and working to an executive's individual preferences. Experience in conducting research and undertaking discrete projects including organising and supporting conferences and events. Demonstrated level of experience in coordinating and providing a comprehensive range of executive support services to committees and meetings, including preparing agendas, minutes and papers. Experience in establishing, maintaining, and controlling appropriate administrative processes. Experience in the use of computer packages, including a high standard of documentation presentation and diary management. 	
SECTION C:	DESIRABLE SELECTION CRITERIA
<ul style="list-style-type: none"> Sound knowledge of public sector administrative policies and procedures. Understanding of the role of the Education Standards Board as a statutory authority of the state of South Australia. 	

Assessed by:	Atkis Performance Management (reporting lines updated March 2025)	Approved by:	Audra Cooper A/Chief Executive Education Standards Board <i>A Cooper</i>
Date:	October 2022 (noting the content has been transferred to ESB PD template January 2025)	Date:	March 2025