



SOUTH AUSTRALIA STATE EMERGENCY SERVICE

Role Description

JOB TITLE: Administration Officer (Talent Pool) CLASS: ASO2 ROLE NO: P45730 VERSION DATE: 20 DECEMBER 2024	ORGANISATION South Australian State Emergency Service (SA SES) SECTION: Corporate Services TEAM: Administration
This Role Reports to: <ul style="list-style-type: none"> • Team Leader Administration 	Reporting to this Role: <ul style="list-style-type: none"> • Nil
Primary Purpose of Role <ul style="list-style-type: none"> • Contribute to the efficiency and effectiveness of the State Headquarters administration team by providing timely and accurate support, including managing office supplies, updating databases and responding to email and phone enquiries. • Contribute to the development and maintenance of effective administration, database and records management systems. • Assist with the coordination of logistics for meetings, training and other events within the agency. • Work closely with other agency teams, particularly Volunteer Capacity Team and Executive, to provide administrative support as required. 	
Outcomes <ul style="list-style-type: none"> • Comprehensive administrative support to the SA SES which contributes to the overall productivity of the agency. • Collaborating closely with all agency teams to assist with ad hoc tasks and projects. 	

<p>Resource Management</p> <ul style="list-style-type: none"> • Nil 	<p>Essential Attributes (Knowledge/Skills/Experience Requirements)</p> <ul style="list-style-type: none"> • Proven experience in administration and reception roles, with a strong focus on customer service and organisational support; including undertaking basic research to achieve desired outcomes. • Exceptional attention to detail, and the ability to work under limited supervision and use initiative. • Strong interpersonal and communications skills, with the ability to liaise effectively with staff, volunteers and external stakeholders. • Demonstrated ability to handle sensitive and confidential information with discretion and professionalism. • Ability to manage multiple tasks efficiently and prioritise workload to meet agreed deadlines. • Friendly, helpful and cooperative demeanour, with a focus on team collaboration. • Experience with a broad range of MS Office software applications (Outlook, Word, Excel etc). • Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of the Premier's Safety Commitment and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.
<p>Desirable Attributes</p> <ul style="list-style-type: none"> • Previous experience in a similar role within the SA Public Sector or Emergency Services Sector. • Knowledge of records management and best practices. • Previous experience supporting event management. • Experience supporting multiple internal and external stakeholders. • Knowledge of Client Management Systems (CRM). • Knowledge of volunteerism and volunteer services. 	<p>Essential Qualifications</p> <ul style="list-style-type: none"> • Nil
<p>Key Relationships/Interactions</p> <ul style="list-style-type: none"> • Team Leader Administration • Manager Corporate Services • State Headquarters administrative staff • SES Senior Managers and staff • SES Volunteers • Members of the public 	<p>Key Challenges</p> <ul style="list-style-type: none"> • Operating in a politically sensitive environment. • Operating in an emergency operations context. • Maintaining high levels of confidentiality. • Balancing the competing requirements of Managers in a complex and diverse volunteer environment.

Employment Conditions

- Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Public Sector Enterprise Agreement: Salaried 2021*, the *S.A. Public Sector Salaried Employees Interim Award* and any other applicable legislation.
- The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.
- The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

WHS & EEO

- The incumbent is responsible and accountable for working in an equitable manner and taking reasonable care to protect his/her own health, safety and welfare and avoiding adversely affecting the health and safety of others at work by complying with WHS and EEO policies, practices and legislation.
- Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.

Customer Service

- The incumbent will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.

Special Conditions

- There is a requirement for the incumbent in this role to be rostered to work on Saturday, Sundays and Public Holidays in accordance with SA SES organisational requirements. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remuneration will be in accordance with the provisions contained within the South Australian Public Sector Enterprise Agreement: Salaried 2021 and the S.A. Public Sector Salaried Employees Interim Award.
- As part of employment within the SA SES the incumbent will be required to perform operational duties during emergency situations. When undertaking operational duties the incumbent may be rostered to work on Saturday, Sundays and Public Holidays. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remunerated in accordance with the provisions contained within the South Australian Public Sector Enterprise Agreement: Salaried 2021 and the S.A. Public Sector Salaried Employees Interim Award.
- Some inter/intrastate travel, necessitating overnight stays and frequent out of hours work may be required.
- A current driver's licence and a willingness to drive
- Must be prepared to relocate to meet corporate requirements
- Must be prepared to assist with emergency management response activities as required
- May be required to wear the SA SES Agency uniform
- Must undertake a criminal history check

Signature: **Date:**/...../.....
Delegate

ADDENDUM:

The South Australia State Emergency Service (SA SES) is a volunteer organisation and is part of a national network that exists in every State and Territory of Australia. The SA SES primary objective is the provision of a nucleus of personnel trained in the skills that enable them to respond to emergency situations and to support other statutory services in times of emergencies or disasters. The SA SES constitutes an integral part of the State Emergency Management organisation and is one of fourteen Functional Services identified in the State Emergency Management Plan.

The functions of the SA State Emergency Service are to:

- a) assist the Commissioner of Police in dealing with any emergency;
- b) assist the State Coordinator, in accordance with the State Emergency Management Plan, in carrying out prevention, preparedness, response or recovery operations under the *Emergency Management Act 2004*;
- c) assist SAMFS and SACFS in dealing with any emergency;
- d) deal with any emergency
- e) where the emergency is caused by flood or storm damage; or
- f) where there is no other body or person with lawful authority to assume control of operations for dealing with the emergency;
- g) deal with any emergency until such time as any other body or person that has lawful authority to assume control of operations for dealing with the emergency has assumed control;
- h) respond to emergency calls and, where appropriate, provide assistance in any situation of need whether or not the situation constitutes an emergency;
- i) to undertake rescues;
- j) to perform any other function assigned to SA SES by or under the *Fire and Emergency Services Act 2005* or any other Act.