

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Senior Business Support Officer

Division: Water and River Murray

Classification Level: ASO4

Branch/Unit: Water Infrastructure and Operations

CHRIS Position Number: NEW

Reports to (Title): Finance and Business Officer

About the Agency – [Department for Environment and Water](#)

About the Role

The Senior Business Support Officer is responsible for providing support to the South Eastern Water Conservation and Drainage Board (the Board) to ensure staff achieve the Board's objectives. This includes facilitating and coordinating business matters and the provision of project support including business, financial, fleet, reporting and administrative services.

Key Role Outcomes

- Assisting the Board with people and resource management, fleet, project support, procurement and WHS.
- Coordinating business planning and reporting processes.
- Opportunities for business process improvement are identified, and policies, procedures and processes are reformed to ensure efficient running of the Board.
- Contributing to the allocation and management of resources to ensure customer needs are met.
- Ensuring internal controls and corporate policies and procedures are applied consistently.
- Assisting with project budgets, financial management and reporting.

Essential Criteria (including qualifications)

[Must be addressed by candidates in written application letter (max 3 pages) in addition to CV unless advertisement advises otherwise]

- Experience in the provision of business and administrative function is essential.
- Demonstrates initiative, motivation and experience in working autonomously to identify own priorities and opportunities for improvement.
- Experience in initiating and implementing process improvement.

Desirable Criteria

- Previous experience in providing support to large teams is desirable.

Key Relationships/Interactions

- Works collaboratively with the members of the South Eastern Water Conservation and Drainage Board.
- Liaises with members of corporate services including Human Resources, Accommodation, Fleet and Workplace Safety and Wellbeing.

Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia without restrictions.
- Prior to being employed, the successful applicant will be required to obtain a National Police Check.
- A current class “C” driver’s licence and willingness and ability to safely operate a 4wd is desirable.
- May be required to undertake intra or interstate travel, occasional overnight absences, and work outside of the normal hours of work.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	<ul style="list-style-type: none"> • Thinking and Acting Strategically 	<ul style="list-style-type: none"> • Raises potential options for consideration arising from research analysis. • Can identify and articulate potential issues and implications.
Achieves Results	<ul style="list-style-type: none"> • Delivering Effective Outcomes • Assuming Accountability 	<ul style="list-style-type: none"> • Develops and communicates clear and realistic goals / expected outcomes for projects and tasks. • Works with key stakeholders to problem solve over coming challenges and facilitate the achievement of outcomes. • Establishes own credibility by demonstrating personal competence and technical expertise. • Shows initiative in moving projects forward and dealing with potential problems.
Drives Business Excellence	<ul style="list-style-type: none"> • Facilitating Quality and Continuous Improvement • Promoting Customer Service 	<ul style="list-style-type: none"> • Monitors and questions the effectiveness of existing practices within the team. • Keeps abreast of developments within the directorate/Agency. • Takes considerable effort to understand and respond to the requirements of diverse customers.
Forges Relationships and Engages Others	<ul style="list-style-type: none"> • Establishing and Maintaining Networks 	<ul style="list-style-type: none"> • Works well with others and is effective in collaborating with colleagues across the Agency.

	<ul style="list-style-type: none"> Communicating and Managing Conflict 	<ul style="list-style-type: none"> Builds trust in relationships through maintaining confidentiality and ‘following through’. Presents information clearly in writing and verbally in a way that is well-suited to staff at all levels. Is not afraid to express their own opinion and is respectful of other views by encouraging dialogue amongst colleagues.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> Displaying Flexibility and Resilience 	<ul style="list-style-type: none"> Is flexible in handling changing priorities

Work Health and Safety

Contribute to workplace safety

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and identifies risk controls where appropriate.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department’s Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people always adhering to the Child Safe Environment Policy and Procedure & Guideline.

Date Delegate approved original classification:	24/07/2018	Original Class method:	Comparison
Updated:	RD Update only	Date this version approved by delegate:	02/03/2026