

Role Description

(Non-Manager)



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

Role Title: Business Support Officer

Division: National Parks and Public Lands

Classification Level: ASO2

Branch/Unit: Office of the Executive Director

CHRIS Position Number: M20626

Reports to (Title): Business Manager

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

About the Role

The Business Support Officer is responsible for providing a wide range of high-quality administration services and advice on business systems and processes to the staff of the central branches of the National Parks and Public Lands.

Key Role Outcomes

- The Business Manager is supported in the continuous review and streamlining of administrative functions and procedures which assist in the delivery of efficient and effective services.
- A wide range of administrative support services are delivered which contribute to the efficient and effective operations of the central branches of the National Parks and Public Lands.
- Enquiries from staff are dealt with in a prompt, courteous and helpful manner.

Essential Criteria (including qualifications)

- Ability to prioritise and manage fluctuating workloads.
- Communicates early with their manager if there are circumstances that will prevent them from meeting deadlines.
- Demonstrates ability to work under general direction.
- Uses initiative and past experiences to approach problems and provide options to their manager for resolving the issue.
- Displays the ability to use relevant systems/software applications and information systems to effectively perform administrative functions including Microsoft Office.
- Open to new ways of working and to learning more about the continuous improvement systems for effective office management.
- A current class “C” driver’s licence.

Desirable Criteria

- An appropriate qualification in Business Administration or similar.
- Is aware of acts, regulations, policies and other guidelines and systems that might be needed in the resolution of problems.
- Is able to relate confidently to people at all levels in the organisation and work with networks to get things done.

Key Relationships/Interactions

- Works collaboratively with members of the team.
- Liaises with other DEW employees, including within the Office of the Executive Director or different Divisions across DEW.

Special Conditions

- Prior to being employed, the successful applicant will be required to obtain a National Police Check.
- 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.
- Will be required to participate in responses to state emergencies or associated duties.

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"> • Seeks help to differentiate between essential and important activities versus non-essential. • Reflects on the direction and progress of their work against set goals.
Achieves Results	<ul style="list-style-type: none"> • Delivering Effective Outcomes • Assuming Accountability 	<ul style="list-style-type: none"> • Is clear about the priorities for the role and completes tasks within agreed timeframes and standards. • Works with Line Manager to solve problems and overcome challenges. • Willingly accepts responsibility for own work. • Identifies potential problems for the role.
Drives Business Excellence	<ul style="list-style-type: none"> • Optimising Performance 	<ul style="list-style-type: none"> • Works collaboratively with team members to achieve set goals. • Actively monitors own performance and participates in performance review and development processes with their Line Manager.
Forges Relationships and Engages Others	<ul style="list-style-type: none"> • Establishing and Maintaining Networks • Communicating and Managing Conflict 	<ul style="list-style-type: none"> • Readily responds to requests for information and follows through on undertakings. • Maintains composure and a friendly demeanour in dealing with others.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> • Displaying Flexibility and Resilience 	<ul style="list-style-type: none"> • Is able to switch tasks quickly. • Embraces new learning that may be required to adapt successfully to changes in the job role.

Work Health and Safety

Follow workplace safety procedures

- Accepts responsibility for own and other's safety.
- Identifies and reports hazards and incidents.
- Understands and applies safe work practices.

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.

APPROVED

Date Delegate approved original classification:	4 February 2020	Original Class method:	Comparison
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