

Role Description

(Non-Manager)



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

Role Title: HR Support Officer

Division: Corporate, Heritage and Climate Action

Classification Level: ASO3

Branch/Unit: People, Safety and Performance

CHRIS Position Number: Various

Reports to (Title): Team Leader, HR Support

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

About the Role

The HR Support Officer works as part of the Human Resources team to deliver advice and administrative support that assists managers build and maintain a high performing and sustainable workforce.

The HR Support Officer contributes to the development and implementation of Consulting projects, continuous improvement measures and other initiatives.

Key Role Outcomes

- Managers and employees have timely access to people management advice that is industrially and ethically sound.
- Managers/Supervisors are provided with timely and accurate first line (routine) advice on people management policies, procedures and processes that assists them to achieve their day-to-day business goals, including recruitment and selection administration, leave administration, role management and maintenance, and records management.
- Managers are provided with efficient and effective people management support, including coaching to promote self-service where appropriate.
- People management processes are reviewed to ensure they are streamlined, accessible and timely to meet the needs of the business and the principles of continuous improvement are at the forefront.
- People management issues are identified and possible solutions and strategies identified and where complex they are escalated.
- Positive and collaborative working relationships are developed and maintained.

Essential Criteria (including qualifications)

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

- A working knowledge of human resource management legislation, Industrial Awards, principles and policies.
- A working knowledge of recruitment, selection and appointment practices and procedures, organisation and job design, and general employment conditions.
- A demonstrated ability to ensure that procedures are followed or keeps clear detailed records of own or others' activities.

- A demonstrated ability to communicate openly, clearly and succinctly both verbally and in writing to a range of stakeholders within and outside the team.
- Demonstrated ability to use technology and MS applications to effectively perform daily work.
- An ability to be agile, flexible and adaptable to change in a customer focused environment.
- A tertiary qualification in Business, Human Resources Management, Psychology or Law is desirable.

Key Relationships/Interactions

- The Director, People Safety and Performance and General Manager, Human Resources
- Senior and line managers and employees across DEW
- Business Managers and business based Human Resource Consultants
- The People Safety and Performance Branch
- External parties including the Office of the Commissioner for Public Sector Employment and Shared Services SA
- Contractors, external consultants and employee Associations

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.

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.
Achieves Results	<ul style="list-style-type: none"> • Delivering Effective Outcomes • Making Decisions 	<ul style="list-style-type: none"> • Works with key stakeholders to problem solve, overcoming challenges and facilitate the achievement of outcomes. • Ensures decisions taken abide by relevant legislation regulations and policies. • Knows when to seek further information, clarify issues or involve others in the decision-making process.
Drives Business Excellence	<ul style="list-style-type: none"> • Facilitative Quality and Continuous Improvements • 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 Group/Agency. • Takes considerable effort to understand and respond to requirements of diverse customers. • Works effectively at the front line with a diverse customer base.

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"> • Works well with others and is effective in collaborating with colleagues across the Agency. • Presents information clearly in writing and verbally, in a way that is well suited to staff at all levels. • Presents technical information so it can be clearly understood by the audience and does not use jargon.
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. • Quickly regains focus in the face of unexpected setbacks.

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.
- 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:	18/11/2019	Original Class method:	Full
Updated:	RD Update only	Date this version approved by delegate:	17/11/2025