

Role Description

Business Support Officer

Classification: ASO3

Group: Skills SA

Position Number: P45602

Team: Skills Policy and Quality

About Us

The Department of State Development is the South Australian Government's lead economic development agency.

Our mission is to drive sustainable economic growth in South Australia by increasing industrial and workforce capability, capacity, collaboration and resilience. We take pride in hiring the right people for the right jobs and offer an attractive, flexible workplace.

For more information about our agency, please visit:

Department of State Development | statedevelopment.sa.gov.au

Our Core Values

Be part of a high performing, collaborative, agile and innovative organisational culture. Through a network of multi-disciplinary teams, we operate with internal project structures that enable adaptable, flexible, and agile ways of working. This is underpinned by our Core Values of:

 <p>Service</p> <p>We proudly serve the community and Government of South Australia</p>	 <p>Professionalism</p> <p>We strive for excellence</p>	 <p>Trust</p> <p>We have confidence in the ability of others</p>	 <p>Respect</p> <p>We value every individual</p>
 <p>Sustainability</p> <p>We work to get the best results for the current and future generation of South Australia</p>	 <p>Collaboration & Engagement</p> <p>We create solutions together</p>	 <p>Honesty & Integrity</p> <p>We act truthfully, consistently and fairly</p>	 <p>Courage & Tenacity</p> <p>We never give up</p>

About The Role

The Business Support Officer is accountable to the Manager, State Policy for providing a range of efficient and effective coordination, administrative and project support services across the Policy and Quality directorate. This role facilitates the provision of timely and accurate advice and information providing diverse assistance to the Director and team that supports the effective daily coordination of the directorate's activities as well as meet relevant work priorities and outcomes.

What you will do (results to be achieved)

1. Provide effective and efficient support to the Director, Managers and team members of Policy and Quality, often in relation to confidential matters.
2. Manage and coordinate meetings/conferences, organising necessary travel arrangements, prepare relevant meeting papers and information, book meeting rooms and organise catering, and undertake a range of administrative assistance.
3. Liaise with senior agency executives and managers to ensure that the Director and management team are kept informed on any urgent requirements and requests, including proactively alerting the Director, managers and team members of emerging issues and opportunities.
4. Compose documents such as agendas, minutes, letters, reports and spreadsheets.
5. Monitor incoming correspondence and initiate appropriate actions including redirection to appropriate officers and/or undertake initial research and response where necessary.
6. Contribute to the design and implementation of Policy and Strategy Projects in Skills SA by providing support as needed by the Policy teams.
7. Provide high quality word processing and power point design including preparation of correspondence, presentations and other documentation as required, including the use of other Microsoft applications such as excel, outlook, and records management software.
8. Undertake efficient records management and administrative functions including undertaking, maintaining and monitoring HR related tasks and supporting effective induction responsibilities team members.
9. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

The Capabilities You Will Bring (key competencies)

Essential Technical Experience and Knowledge:

1. Demonstrated well developed interpersonal and communication skills including the ability to liaise effectively with a range of audiences, exercise diplomacy, and maintain discretion and confidentiality.
2. Proven experience delivering effective and efficient support services to senior management and across teams, and in the development of effective administrative systems and procedures.
3. Proven ability to work independently and as a member of a team, and to exercise initiative and judgement in relation to the management of issues, any research or investigation required, and in response to requests.

Personal Skills:

1. Sound written communication skills with an accurate, clear and concise style, including in written reports, and the ability to effectively revise and edit your own work.

2. Strong organisation, planning and prioritisation skills to manage regular periods of high intensity workload and rapidly changing priorities.

Qualifications:

- Essential: Nil
- Desirable: Nil

Reporting / Working Relationships

- Reports to: Manager, State Policy
- Direct Reports: Nil.
- Works with:
 - Director, Policy and Quality
 - Policy and Quality managers and team members
 - Executives and senior staff across Skills SA and the wider Department.
 - Other key personnel across State and Federal Government Agencies.

DSD Working Conditions

- Compliance with Government legislation, Code of Ethics for the SA Public Sector, DSD 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.
- Out of hours work may be required.
- Intra state and interstate travel may be required.
- The incumbent may be assigned to another position at this remuneration level or equivalent, including across teams in this Agency.
- The incumbent will be required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.
- The successful applicants will be required to demonstrate they have undergone appropriate assessment prior to being employed
 - National Police Check (NPC)
 - General Employment Probity Check (DHS)
 - Working with Children Check (DHS)
 - Baseline Vetting
 - Negative Vetting 1