



## **ASO2 Administration Officer Forensic Services Branch**

### **ORGANISATIONAL OVERVIEW**

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South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

### **POSITION OVERVIEW**

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#### **Summary**

The Administration Officer is a multi-skilled administration position accountable to the Administration Manager, Forensic Services Branch and has close working relationships with managers responsible for individual portfolios within the Branch. The incumbent is responsible for providing an efficient, highly confidential and professional administrative support service which results in achieving an effective level of service delivery.

Forensic Services Branch (FSB), Operations Support Service contributes to the achievement of SAPOL's Vision and Key Strategy by providing forensic investigation, identification and support in the provision of ballistic, DNA, fingerprint, photographic, physical evidence comparisons, specialist crime scene and fire cause investigation and disaster/emergency management Disaster Victim Identification response services that assist the investigation of crime for SAPOL and the community.

Service

Integrity

Leadership

Collaboration

Courage

Respect



**Special Conditions**

<b>Work Status</b>	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
<b>Location</b>	The incumbent will be assigned to a specific work location in the metropolitan area, depending on the location of the vacancy. Some flexibility may be required due to organisational needs.
<b>Qualifications</b>	A full South Australian Drivers licence is desirable.
<b>Out of Hours Work</b>	Some out of hours work may be required.
<b>Travel</b>	Some intrastate and interstate travel may be required.
<b>Performance Management</b>	The incumbent is required to participate in SAPOL's iEngage program.

The incumbent will be required to actively undertake any required training, participate in multi-skilling and job rotation across various locations.

**Reporting / Working Relationships**

This position will report to the Administration Manager.

The role will be expected to maintain key working relationships with, but not limited to:

- SAPOL Executive, Branch Leaders, Managers and employees employed under the *Police Act 1998, Public Sector Act 2009 or Protective Security Act 2007.*
- A range of internal and external stakeholders, including volunteers, members of the community and various multi-disciplinary teams within the SA public sector.

**KEY OUTCOMES**

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Assist in the provision of an effective and efficient administrative support service by undertaking a variety of tasks as required which may include:

- Providing accurate and timely and effective administrative support.
- Preparing internal and external correspondence.
- Providing an administrative service such as records management, minute taking, financial processing and reporting, facilities and supply management, and coordinating equipment and property maintenance.
- Ensuring the provision of the highest standards of professional customer service to clients at all levels through timely and appropriate responses to enquiries.
- Providing quality face to face, electronic and/or telephone based advice to internal and external stakeholders, in accordance with relevant service standards.
- Efficient and accurate processing and reporting of documents/transactions lodged within the Branch.

- Contributing to the provision of efficient and relevant data gathering and reporting systems by regularly assessing relevant processes and initiating changes where required;
- Preparing, receiving, collating, processing and disseminating various police related documents and data, and updating SAPOL computer systems.
- Administrative support for projects at a Branch or Corporate level.
- May be assigned to alternative duties as appropriate.

## QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

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### Essential Minimum Requirements

- Experience in providing a range of general administrative and project support services.
- Proven ability to work flexibly as an effective member of a team, including delivering high volumes of work and contributing to team and broader organisation outcomes.
- Sound interpersonal and communication skills (both verbal and written) including the ability to develop and maintain effective relationships with people at all levels.
- Proven time management and organisational skills, including the ability to determine priorities and competing demands while maintaining a quality customer service.
- Possess a high level of personal integrity and credibility, with the ability to maintain confidentiality and deal with sensitive issues.
- Experience in providing an effective customer contact and quality client-focused service.
- Demonstrated knowledge of records management processes and practices, including experience in establishing, maintaining and controlling appropriate records and filing systems.
- High level of competency in the use of computers, including experience in the use of various Microsoft Office packages and other computerised systems.

## CORPORATE RESPONSIBILITIES

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- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Principles and Guidelines.