

Recruitment Support Officer

Department for Child Protection

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential.*

CLASSIFICATION:	ASO2	DIRECTORATE:	People and Culture / HR Operations
REPORTS TO:	Team Leader, Recruitment	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Recruitment Support Officer is accountable to the Team Leader, Recruitment for the delivery of accurate and timely recruitment advertising and coordination and assistance with selection activities across the Department. This role supports other members of the People and Culture Team through the delivery of a comprehensive administrative support service for large scale recruitment and selection processes and campaigns for DCP using the Departments eRecruitment system. This role contributes to the accurate and timely advertising of all DCP vacancies in accordance with current government requirements, including providing general advice on various diversity programs. This role also contributes to other activities within the team including maintaining the careers website, preparing standard reports from the E-Recruitment System, liaising with Hiring Managers and potential employees of DCP on general recruitment enquiries via the management of the recruitment inbox.

YOU WILL BE ADDING VALUE BY:

1. Contribute to the maintenance and operation of the eRecruitment system for large scale recruitment campaigns by ensuring high standards of candidate management are maintained through the use of this system.
2. Use the eRecruitment system to manage all correspondence and communication with candidates including ensuring the accurate and timely scheduling of a wide range of recruitment activities including making bookings and liaising with candidates on progress throughout the selection process.
3. Ensure that all functional recruitment activities are managed using the Department's eRecruitment system by liaising with Hiring Managers on its use, providing general advice and assistance and ensuring all records for major campaigns are stored correctly on the system.
4. Provide candidates with a positive experience through all phases of the large scale recruitment process by maintaining communication and promptly responding to queries or concerns
5. Contribute to ensuring that recruitment and selection processes are conducted in accordance with current government requirements, including ensuring the conduct of pre-employment processes.
6. Support good practice recruitment by answering general enquiries/responding to difficult issues including escalating more complex matters, using tact and discretion.
7. Contribute to the timely and accurate advertising of all DCP vacancies via the eRecruitment system by processing requests to advertise, including liaising with Hiring Managers on requirements for advertising.
8. Provide administrative support in the delivery of effective recruitment by actioning a range of activities in line with agreed administrative processes and protocols.
9. Undertaking minor research, preparing briefs and letters as required.
10. Contribute to project work for Recruitment and HR Operational systems and processes.
11. Participating in team meetings, forums and training and development opportunities.
12. Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
13. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:

- Team Leader, Recruitment
- Manager, HR Operations
- Recruitment Team and P&C Directorate
- Managers and supervisors across DCP
- Applicants for employment
- Other government and non-government organisations

QUALIFICATIONS

Essential: Nil

Desirable: Nil



YOUR CAPABILITIES:

- High level communication skills including the ability to provide advice to a diverse range of people
- Demonstrated ability to build and maintain effective working relationships with a broad range of internal and external stakeholders
- Sound organisational skills and the ability to maintain accuracy whilst managing high volumes of work within specified timelines
- High level attention to detail and ability to process large volumes information using electronic systems
- Experience in human resource administration/support role or equivalent
- Ability to use information and/or HR management systems and databases
- Knowledge of general recruitment and selection practices
- Knowledge and commitment to promoting and creating a safe and inclusive work environment.

OUR COLLECTIVE RESPONSIBILITIES

SPECIAL CONDITIONS

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP’s status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- Actively support DCP’s commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- 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*.

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Team Leader, Recruitment.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.



YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

CERTIFIED CORRECT: 9 April 2026



Government of South Australia
Department for Child Protection