

Position Description

People Support Officer

Why work with us

Every child and young person deserves a great education.

We have a strategy that aims to unlock every child’s potential now and into the future, one that in partnership with learners, students, parents and the wider South Australian community will build a world-leading public education system. One that is equitable and prioritises learning and wellbeing.

Together we will make our education system the best it can be.

When our children and young people thrive, so do our communities and our state.

Our values

We are part of the South Australian public sector and share the values of:

							
SERVICE	PROFESSIONALISM	TRUST	RESPECT	COLLABORATION & ENGAGEMENT	HONESTY & INTEGRITY	COURAGE & TENACITY	SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

About this role

The People Support Officer plays a crucial role delivering of world class customer service and administrative services to resolve customer enquiries and applications through a multi-channel approach, while also supporting the efficient delivery of wider People and Culture functions across the department.

The role works in a frontline customer service delivery environment, interacting with customers via telephone and other channels. Responsibilities include working within a team to meet customer needs, adhering to work schedules, providing correct and timely advice on People and Culture related matters, conducting research, preparing complex documents, managing records, and processing transactions accurately and promptly. Additionally, this position offers advice and services to designated workgroups, clients, and stakeholders, and provides project or program support to achieve People & Culture objectives and goals.



Position title	People Support Officer
Classification	ASO3
Division	People and Culture
Directorate	P&C Operations
Location	31 Flinders Street, Adelaide
Reports to	Team Lead, People Support
Direct reports	Nil
Role description date	August 2024

What you will do (key outcomes)

1. Deliver a high standard advisory and issue resolution service (portal, hotline (phone), email, and face-to-face) to identified customer groups across matters relating to relevant acts, conditions of employment, awards, and other miscellaneous issues.
2. Deliver high level administrative services that support the delivery of effective People Support activities, in alignment with scope of works and service level agreements, including compiling and contributing content to a variety of reports, workflows and/or briefings for senior management and executives.
3. Contribute to People Support objectives through supporting the implementation of program, projects, initiatives, policy and procedures and undertaking continuous improvement.
4. Apply and ensure adherence to learned skills, knowledge and experience of acts, awards, legislation, policy, processes and procedures across advice, support and services delivered to ensure that People Support are effective and compliant at all times.
5. Appropriately take on or provide guidance to queries escalated from Employee Support Officers in relation to People Support activities that require further experience, analysis, and investigation. This includes training and information sharing to support People Support colleagues.
6. Action the effective input and retrieval of data through multiple electronic systems including creating, updating, and managing HR and payroll related data for reporting and compliance purposes.
7. Undertake customer service, program and project duties as required by the Team Lead or Manager, People Support to support People Support and broader People and Culture deliverables.
8. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

The capabilities you will bring (key competencies)

- **Communication:** Strong verbal and written communication and interpersonal skills with proven ability to liaise effectively with a broad range of customers.
- **Customer Service:** Proven experience in delivering excellent customer service in a high-volume service environment, including the ability to manage multiple customer inputs across multiple channels simultaneously.
- **Workload management:** Proven ability to organise, prioritise and coordinate workloads under general direction to agreed results within given timeframes.
- **Initiative and Judgement:** Proven ability to use initiative and judgement in order to analyse and investigate problems in line with established policies and procedures and to handle confidential and sensitive matters.



- **Systems proficiency:** Sound experience in the use of computer applications and electronic communication technology.
- **Legislative and Regulatory Interpretation:** Sound knowledge of and ability to interpret relevant acts, awards, and legislation.
- **Work Health and Safety:** Demonstrate knowledge and commitment to promoting and creating a safe and inclusive work environment; and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

Desirable:

- **Working experience:** Experience working within a service, contact centre or similar environment.

Who you will work with (key relationships)	Qualifications
<p>Direct working relationships:</p> <ul style="list-style-type: none"> • Team Lead, People Support <p>Internal working relationships:</p> <ul style="list-style-type: none"> • People Support unit employees • Shared Services SA • People & Culture division employees • Department employees <p>External working relationships:</p> <ul style="list-style-type: none"> • External businesses • Community members 	<p>Essential: Nil.</p> <p>Desirable: A tertiary qualification relevant to human resources or equivalent experience.</p>

Corporate responsibilities	Special conditions
<p>Keep accurate and complete records</p> <p>Act appropriately in line with the Public Sector Code of Ethics at all times</p> <p>Support diversity and promote an inclusive workplace for everyone</p> <p>Maintain a commitment to Work Health and Safety legislative requirements</p>	<p>You may need a current driver's license and be willing to drive</p> <p>You may be asked to work out of hours</p> <p>You may need to travel within or outside South Australia</p> <p>You need to achieve mutually agreed performance goals</p> <p>You must have a current Working with Children Check</p> <p>You must do Responding to Risks of Harm, Abuse and Neglect – Education and Care training</p> <p>You must be an Australian resident or provide evidence you have a current work permit</p>

<p>Assessed by: Jayne Cavalcanti, P&C Advisor</p>		<p>Approved by: Toni Mundy, Director, P&C Operations</p>	
<p>Date: August, 2024</p>		<p>Date: August, 2024</p>	

