Government of South Australia
Department for Correctional Services

MAKING A DIFFERENCE SO SOUTH AUSTRALIA THRIVES

JOB AND PERSON SPECIFICATION

Title of Position: Administrative Services Officer
Classification: ASO2
Location: Port Lincoln Prison
Reports To: General Manager

CORRECTIONAL SERVICES
Position No: P13926
Division: Statewide Services

JOB AND PERSON SPECIFICATION APPROVAL

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Chief Executive or Delegate

JOB SPECIFICATION

KEY PURPOSE OF THE POSITION

The Administration Services Officer is responsible for administrative duties in a range of functions which results in a comprehensive and cost effective service to staff and prisoners.

KEY STAKEHOLDER INTERACTION

The Administration Services Officer reports to the General Manager, Port Lincoln Prison and works closely with other Support Services staff.

BRANCH PROFILE

Port Lincoln Prison is a farming based custodial institution in South Australia and has facilities and capacity to provide services, education, development and work opportunities for up to 178 prisoners. Prison staff is 89, comprising General Manager, Manager Custodial Operations, Manager Offender Services & Case Management, Case Management Co-ordinator, Supervisor Operations, Kitchen Specialist, Correctional Officers, Administrative Support Staff, Education Co-ordinator, Correctional Educators, Aboriginal Liaison Officer and Social Workers. The prison also has significant prisoner industry facilities with Custodial Specialist staff.

SPECIAL CONDITIONS

- Section 47 of the Public Sector Act 2009 applies in conjunction with other provisions of the act and other applicable industrial entitlements.
- The incumbent is required to satisfactorily complete a National Criminal History Check;
- A current South Australian Driver's Licence is essential;
- A flexible approach to working hours is required;
- Some interstate and intrastate travel will be required which may necessitate overnight absences.

HIGHLIGHTED EMPLOYMENT CONDITIONS

A requirement to understand, observe, conform and adhere to:

- Legislative requirements that apply to the role. This includes, but is not limited to, the Public Sector Act; Correctional Services Act, Work Health & Safety Act, Return to Work Act, Equal Opportunity Act, Independent Commissioner Against Corruption Act, the State Records Act, and various relevant industrial awards and enterprise agreements. The Public Sector Principles and Practices including the SA Public Sector Code of Ethics, the Professional Conduct Standards, the Commissioner's Determinations and Guidelines, Information Privacy Principles, Information Sharing Guidelines, DCS Human Resource policies and guidelines and DCS Core Values.
- DCS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

- Work health and safety and injury management requirements as set out in relevant legislation, Public Sector and DCS policies and procedures, including complying with any reasonable instruction associated with these documents.

KEY AREAS OF ACCOUNTABILITY

Contribute towards a comprehensive and effective service to staff, prisoners and external parties by ensuring the following services are provided:

- Prompt attention to more complex enquiries received at the Prison by providing courteous and accurate advice in accordance with established procedures eg: aspects of confidentiality.
- Word processing duties by typing reports, tables and letters in accordance with local guidelines.
- Ensure a cost effective service is provided in the Property Section by receiving, recording and processing prisoner's property in accordance with standard and local operating procedures. Assist in investigations of claims.
- Timely and cost effective service in the distribution of Canteen buys to prisoners within the accommodation units.
- Timely services in the Prisoner Finance area by maintaining prisoners' monetary transactions by reconciling earnings account ledgers, preparing monetary transfers between prisons, processing prisoners requests involving payments, prisoner discharges, telephone account, photographs, fines and levies etc.

Participating in team outcomes as follows:

- A team environment, regular communications
- Staff performance and feedback
- Staff induction
- Job rotation
- Training and competencies
- Attend training as required.

Ensure compliance with departmental and prison policies and procedures.

Participate in promoting awareness of and compliance with Equal Opportunities Principles and Practices.

Assisting in contributing to the achievement of the prison's objectives and targets.

Responsible for taking reasonable care for their own and others' health and safety and not adversely affecting the health and safety of others.

Responsible for early notification and reporting of workplace hazards, incidents and injuries.

QUALIFICATIONS

Essential: Nil

Desirable: Nil

PERSONAL CRITERIA

Essential Criteria

- Ability to work as a team member.
- Demonstrated ability to effectively communicate verbally and in writing.
- Demonstrated ability to receive instruction and work with minimal supervision.
- Proven ability to organise and prioritise workload and maintain accuracy in meeting set timeframes.
- Ability to analyse problems and contribute to formulating appropriate solutions.
- Ability to utilise initiative and possess motivation and drive to achieve outcomes.
- Proven ability to grasp concepts and procedures quickly.
- Proven ability in delivery of customer focussed services.
- Proven ability to provide administrative services within a multi-functional work team in areas of:-
  - Financial transactions
  - Customer services

- Word Processing.
- Demonstrate knowledge in the use of computerised record keeping and Windows based computer software.

Desirable Criteria

- Flexible and adaptable to changing practices and processes in the work environment.
- Knowledge and experience in leading, motivating and training staff, and the ability to address interpersonal and team issues.
- Knowledge of the Correctional Services Act.
- General knowledge of personnel management principles under the Public Sector Act, Work Health & Safety Act, and the Equal Opportunity Act.
- General knowledge of DCS organisational structure and the South Australian Justice system.