

# Role Description

## Business Support Officer

**Classification:** ASO3


**Group:** Minister's Office

**Position Number:** P67263

**Team:** TBA

### Our Core Values

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

 <p><b>Genuine</b> We do what we say</p>	 <p><b>Respect</b> We are inclusive and listen</p>	 <p><b>Empowered</b> We are open and courageous</p>	 <p><b>Aligned</b> We act and deliver as one</p>	 <p><b>Trust</b> We back each other</p>
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### About The Role

The Business Support Officer provides quality support services through the effective and efficient management of ministerial correspondence; while maintaining the integrity of the office's records management system which includes accurate and accessible records of incoming correspondence, actions and responses. The Business Support Officer provides administrative, clerical and reception services that support and contribute to the effective operation of the Minister's office.

### What you will do (results to be achieved)

1. Hardcopy and electronic correspondence is efficiently and effectively managed through the provision of records management services, including the receipt, capture, workflow, monitoring, reporting, and batching using an electronic document records management system (EDRMS).
2. Ensure provision of any associated relevant documentation/previous correspondence is included for all correspondence work flowed for action.
3. Effective working relationships are developed and maintained to support the working relationship between the Office, Office of the Premier and other ministerial offices, and Commonwealth and State Government departments.
4. Reception service is maintained for phone calls and visitors to the office, ensuring that protocols are adhered to, so callers and guests receive a professional, friendly and high-quality customer service experience.

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5. Official records within the Office of the Minister are managed in accordance with relevant legislation, policies and procedures, including the sentencing and archiving of official records under the authority of General Disposal Schedule 18.
6. Successful completion of any projects/tasks assigned by either the Senior Business Support Officer or the Office Manager.
7. Assist in identifying innovative opportunities for business improvement, including reviewing, updating existing, and/or development of new procedures.
8. Contribute to and ensure a safe, diverse and healthy work environment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies.
9. Upholds the DSD Customer Service Principles and Service Standards in the provision of high quality, consistent and professional service to our customers through being responsive, knowledgeable, timely and respectful in all interactions.

### The Capabilities You Will Bring (key competencies)

#### Essential Technical Experience and Knowledge:

- An understanding of the role of the Premier, Ministers, Parliament, and Government Agencies
- Ability to seek assistance or guidance in applying relevant legislation, policies and procedures
- Well-developed organisational skills, including the proven ability to manage high volumes of work, determine priorities to meet strict timelines, flexibility, ability and aptitude to work effectively as a team member, exercise initiative to implement and improve processes and outcomes
- Experience in dealing with organisational change and managing the impact and effect of those changes on processes and procedures related to current role.
- Experience in working with complex enquiries and liaising with advisers or managers where a higher level of decision-making is required.
- Knowledge and understanding of public sector administrative policies and procedures in relation to records management.
- Knowledge of Government decision-making processes, public sector management practices and procedures and the roles, functions and responsibilities of Government.

#### Personal Skills:

- Ability to present verbal and written information in a clear and concise manner.
- Ability to prioritise workload and adapt working methods to achieve objectives.
- Ability to support others and work collaboratively toward common team goals, build rapport with other team members and share information.
- Ability to deal with sensitive client enquiries effectively.
- Ability to maintain confidential and sensitive information with integrity and in a professional manner.

#### Qualifications:

- **Essential:** Nil
- **Desirable:**
  - Experience in an administrative/correspondence role within a Ministerial or Chief Executive Office, or within the office of a Member of Parliament

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- Experience in the use of computer packages including word processing packages, databases and records management systems and the use of Microsoft suite of products – ie Office 365
- Knowledge of Parliamentary, Cabinet and Executive Council processes, and Legislation proceedings.

### Reporting / Working Relationships

- **Reports to:** Office Manager
- **Direct Reports:** Nil.
- **Works with:**
  - Chief of Staff
  - Ministerial Adviser/s
  - Office Manager

### About Us

The Department of State Development is the host agency for the ministerial office. DSD is the South Australian Government's lead economic development agency.

Its mission is to drive sustainable economic growth in South Australia by increasing industrial and workforce capability, capacity, collaboration and resilience. DSD takes 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](http://statedevelopment.sa.gov.au)

### 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.
- 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