



Position Title:	Business Support Officer	Location:	Parliament of South Australia
Classification:	AS04	Reports to:	Team Leader, Client Services
Entity/Division:	Joint Services	Direct Reports:	Nil
Business Unit:	PNSG	Job Status:	Temporary < 12 months

ABOUT US

The Joint Parliamentary Service Committee (JPSC) is a Standing Committee of the Parliament. It consists of the President of the Legislative Council, the Speaker of the House of Assembly and two Members from each House.

The JPSC is responsible for the administration of the Joint Parliamentary Service (JPS) Divisions such as the Parliamentary Library Division, the Catering Division, Hansard, and the Joint Services Division (including PNSG, People and Culture, Finance and Building Services).

PNSG is a business unit within the Joint Services Division that provides critical Parliamentary Information, Communication and Technology (ICT) infrastructure, functions and requirements to a broad customer base including Members of Parliament, Electorate Offices and the Parliament of South Australia.

KEY OBJECTIVES

The Business Support Officer role is accountable to the Team Leader, Client Services to deliver a range of administrative and business support functions including:

- Facilitation of accounts receivable and payable whilst assisting with monthly financial reconciliation and reporting.
- Liaison with suppliers and vendors on procurement, software and hardware asset management.
- Coordination of accommodation-related services.
- Working closely with the PNSG management team to coordinate the ICT Governance Committee and operational team meetings whilst preparing documents (e.g. correspondences, supporting papers, minutes and agendas).
- Contribution to service delivery in areas such as customer support, call management and asset management.

RESPONSIBILITIES

- Delivers high-level, confidential administrative and business support across PNSG, coordinating and prioritising day-to-day operational business support activities to enable effective service delivery. This includes managing enquiries, requests and urgent matters, determining appropriate responses or escalation pathways, and coordinating administrative logistics such as supplies, travel and vehicle bookings, and security access to support ICT operational requirements.
- Provide secretariat support to the ICT Governance Committee in accordance with established governance and records management standards. This includes coordinating meeting schedules and forward agendas, developing agendas in consultation with the Committee Chair, coordinating, collating and quality-checking papers and reports to support informed and timely decision-making, and maintaining official meeting records (e.g. minutes).
- Builds and maintains effective working relationships with internal and external stakeholders, including service providers and suppliers, to support ICT business and operational outcomes. This includes liaising and coordinating with stakeholders to facilitate responsive administrative and operational support and providing professional, customer-focused service through effective personal and telephone interactions.
- Supports ICT operational effectiveness within a technically complex environment by coordinating ICT operational support activities and maintaining accurate ICT asset records and registers. This includes coordinating the ordering, allocation and tracking of ICT assets and liaising with the PNSG Service Desk to support ICT service delivery and asset management processes.
- Contributes to sound financial management and accountability by processing financial transactions in accordance with relevant policies, procedures and delegations. This includes reviewing, coding and progressing invoices and purchase orders for approval and payment, recording accounts receivable and payable transactions, maintaining accurate and auditable financial records, and assisting with monthly financial reconciliation and reporting activities.
- Actively contributes to the delivery of Client Services team objectives and accountabilities by supporting ICT business support processes and participating in continuous improvement initiatives. The role demonstrates behaviours that promote collaboration, accountability and service excellence and contributes to enhancing the effectiveness and quality of ICT service delivery.
- Operate in accordance with relevant legislation, policies, procedures and organisational standards, including Equal Opportunity and Work Health and Safety requirement

KEY SELECTION CRITERIA

- Demonstrated experience providing high-level administrative and business support within a complex operational environment, with the ability to coordinate multiple activities, prioritise competing demands, and work effectively with limited direction.
- Experience providing secretariat and coordination support to meetings, committees or governance forums, including agenda development, coordination of papers, minute-taking, maintenance of decision and action registers, and follow-up of agreed outcomes in accordance with governance and record-keeping requirements.
- Well-developed written and verbal communication skills, with demonstrated ability to build and maintain effective working relationships with internal and external stakeholders, liaise with service providers, and provide professional, customer-focused support.
- Experience supporting financial and procurement processes, including invoice processing, purchase orders, record-keeping, and assisting with reconciliation or reporting in accordance with policies, procedures and delegations
- Work effectively in an ICT or technically complex operational environment, including coordinating business support functions, supporting ICT service delivery, and maintaining asset or operational records.
- Highly developed organisational skills with a demonstrated ability to manage sensitive information, maintain accurate records, meet deadlines, and ensure a high standard of accuracy, confidentiality and professionalism.

KEY RELATIONSHIPS/INTERACTIONS

Internal:

- Team Leader, Client Services (line manager).
- Executive Officer, Joint Parliamentary Service.
- Clerk of the Legislative Council.
- Clerk of the House of Assembly.
- PNSG team members.
- Finance Section, Joint Parliamentary Service.
- Chief Officers and managers of Joint Parliamentary Service.

External:

- Contractors
- Members of Parliament
- DTF Electorate Services

QUALIFICATIONS

- An appropriate qualification in information technology, information security, business or any discipline.

PRE-EMPLOYMENT SCREENING REQUIREMENTS

- All appointments are subject to reference checks, pre-employment assessment, and National Police Clearance.
- The inherent requirements of the role and intrinsic risk(s) will be considered in assessing prior conviction notifications and declarations of misconduct in previous workplaces.

ADDITIONAL INFORMATION

- The appointment is made pursuant to the Parliament (Joint Services) Act and, while the provisions of the Public Sector Act do not apply to this position, public sector conditions apply, and entitlements are transferable.
- There may be a requirement to work outside of normal working hours.
- Any person who is, and is seen to be, active in political or electoral affairs and intends to carry on this activity may compromise the strict political neutrality of this position and could not be considered for appointment.
- Employees are required to comply with all health, safety and risk management policies and procedures of the Parliament and take all reasonable care that any actions or omissions do not impact on the health and safety of others in the Parliament precinct.
- Employees must observe the Parliament of South Australia Code of Conduct and comply with the Conduct Standards in the Code.

CERTIFIED CORRECT

Executive Officer, JPS: _____

Date: / /