



ASO2 Administration Officer Academy & Learning Branch People, Culture and Wellbeing Service

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

SAPOL's People, Culture and Wellbeing service provides a holistic approach to the future development of our people and the organisation. Through strategic leadership and direction, People, Culture and Wellbeing will ensure our employees are skilled and supported to deliver a more efficient and effective service to the community. This will be achieved by increasing support to the frontline, ensuring the right people are in the right roles, developing talent pools and pipelines, delivering programs and strategies to foster highly effective leaders as well as providing collaborative business partnerships. Recognising that the capability of our workforce is dependent on the physical and mental health of all its members, People Culture and Wellbeing will deliver programs which provide an all-inclusive approach and promote every aspect of health and wellbeing.

The Academy and Learning Branch supports frontline policing and corporate operations of SAPOL through the provision of high-quality training and education for SAPOL employees at all stages of their career.

Service

Integrity

Leadership

Collaboration

Courage

Respect



The Administration Officer reports to the Administration Supervisor and is accountable to the Manager, Business Operations for the provision of routine financial and administrative support to ensure the effective day-to-day operation of the A&L administration unit. The role is responsible for maintaining accurate records and databases, processing financial transactions, coordinating identified SAPOL events and providing a confidential administrative service to the Officer in Charge, A&L. The Administration Officer also acts as the first point of contact for enquiries and contributes to the efficient functioning of A&L through the delivery of high-quality administrative and customer service support.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Police Academy, Taperoo.
Qualifications	N/A
Out of Hours Work	Some out of hours work may be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL’s iEngage program.

Reporting / Working Relationships

The Administration Officer reports to the Administration Supervisor, is accountable to the Manager, Business Operations and works closely with other staff within A&L. This role will work with a range of internal and external stakeholders including other Government Departments, Councils and members of the public.

KEY OUTCOMES

- Provide effective administrative support service to A&L, including clerical duties, database management, financial processing and general administrative assistance to the Manager, Business Operations.
- Maintain accurate and up-to-date records, including program participant details, educational and vocational records, correspondence and filing systems, in accordance with SAPOL requirements.
- Deliver professional, efficient and responsive customer service to internal and external stakeholders, responding to enquiries and escalating matters where appropriate.
- Provide reception relief as required, including issuing contractor and visitor passes, managing enquiries and directing visitors appropriately.
- Assist with the preparation and administrative coordination of identified SAPOL events held at A&L, such as Cadet Graduations and Officers’ Seminars.
- Deliver a confidential and professional administrative service to the Officer in Charge, A&L, including preparing routine documentation, agendas and minutes as required.
- Contribute to the efficient day-to-day operation of A&L by supporting established administrative systems and processes and identifying opportunities for improved work practices.
- Undertake special projects and additional administrative tasks as directed by management.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Sound ability to communicate effectively both verbally and in writing, and to develop and maintain positive working relationships with a diverse range of internal and external stakeholders.
- Proven organisational and time-management skills, including the ability to plan, prioritise and manage competing demands to meet deadlines while maintaining a high standard of customer service.
- Demonstrated ability to deal with sensitive and/or confidential matters with tact, diplomacy and discretion to maintain confidentiality at all times in accordance with organisational requirements.
- Demonstrated commitment to the provision of quality customer service and the achievement of established service delivery standards.
- Proven ability to work flexibly and cooperatively as an effective team member, contributing to team objectives and managing periods of increased workload in a fast-paced environment.
- High-level of competence in the use of computers, including experience with Microsoft Office applications and the ability to use a range of corporate information systems and databases.

Desirable Characteristics

- General knowledge of SAPOL and/or SA Government objectives, policies and practices.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- 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*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.