



Role Statement

Position title:	Business Support Officer	Position no:	x
Classification:	ASO3	Review date:	July 2025
Directorate:	Minister's Office		
Business unit:	Department for Housing and Urban Development		

About us

Our department's primary objective is the delivery of homes and housing options for South Australians. In response to the national housing crisis, we are committed to accelerating the build of a diverse range of housing options. We strive to find solutions to the urgent demand for housing security.

Our mission focuses on coordinating various portfolios related to housing, housing infrastructure, urban development, and planning. By ensuring sound decisions and efficient management, we strive to create sustainable, well-planned communities offering safe and affordable housing options.

Join us in our endeavour to address one of the most pressing challenges of our time and make a tangible difference in the lives of our community.

OUR VALUES: Professionalism | Service | Respect | Courage and Tenacity | Collaboration and engagement | Trust | Sustainability | Honesty and Integrity |

About this role

The Business Support Officer is responsible for providing a high-level support service and efficient and effective operational management of functions within the Minister's Office including:

- Functions relating to Ministerial correspondence and records management.
- Guidance and support to staff within the administration area.
- Assist in coordinating the provision of administrative and business support to the Chief of Staff, Ministerial Advisers, Office Manager and Ministerial Liaison Officers by staff in the Administration team.
- Facilitating the flow of all information received in the Minister's office.
- Assisting with Freedom of Information applications.
- Assist in developing and maintaining systems to manage Ministerial correspondence and reporting.
- Assisting in the maintenance of records management policies including archiving.
- Maintaining detailed knowledge and understanding of policy and statutory requirements.
- Participating in a range of projects, policy and management support services for the Minister and the Minister's Office.

Who will you work with

The Business Support Officer reports to: Office Manager

- Close working relationship with the Team Leader, other Business Support Officers and the Minister's Executive Assistant.
- Regular liaison with the Chief of Staff, Ministerial Advisers, and Ministerial Liaison Officers.
- Maintains a close working relationship with Ministerial Officers in portfolio support agencies, and staff in other Minister's Offices responsible for ministerial correspondence.

Conditions

- Some out of hours' work may be required.
- Some intra state, international and interstate travel may be required.
- Required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.
- Compliance with Government legislation, Code of Ethics for the SA Public Sector, Departmental policies and procedures, including information management, WHS and injury management, risk management, and the access / equity / diversity strategies of the public sector.
- Required to obtain a National Police Check prior to employment. A renewal will be required every 3 years.

What you will do

Key responsibilities

Administrative Support

Specified duties

- Deliver a comprehensive administrative and business support service to ensure the efficient and effective operation of the Minister's Office.
- Registering and actioning of all correspondence and agency briefings.
- Managing official records according to relevant legislation, policies and procedures and maintaining the integrity of the Office's records management system.
- Undertaking word processing, drafting correspondence, contributing to the provision of reports and letter writing service on behalf of the Minister and Ministerial staff in accordance with relevant policies and practices.
- Producing correspondence reports that measure the effectiveness of correspondence processes and the efficiency of the Minister's Office.
- Training others in the use of the Office's records management system and contributing to the system's development.
- Undertaking research and special projects for the Minister's Office.

Performance indicator/ measurement

- Provision of a high-quality administrative support service for all staff within the Minister's Office.
- Successful completion of all day-to-day correspondence related activities.

Stakeholder Management

- Work closely with all staff within the Minister's Office, build key relationships with a range of stakeholders including departmental counterparts in portfolio support agencies, and other Minister's Offices.
- Follow the Minister's Office guidelines for answering telephone calls from external stakeholders to an acceptable level.
- Successful negotiation of requirements required from portfolio support agencies.

Freedom of Information (FOI)

- Providing high-level responsive customer service to clients by ensuring telephone enquiries are responded to promptly and in a friendly and courteous manner whilst also providing accurate and timely advice on matters relating to the relevant portfolios.
- Providing advice and guidance to departments, agencies and other Ministerial offices on relevant verbal or written requests for information by liaising with and obtaining appropriate briefings from relevant Departmental officers.
- Liaising with a range of people at all levels, including departmental staff, other Ministerial Offices and Members of Parliament to obtain information.

- Maintain general awareness of FOI policies and procedures as they apply to a Minister's Office and the State Government.
- Provide support to the Officer Manager with the processing of FOI applications.

Team Environment and Business Improvement

- Contributing to the ongoing development of the team by establishing positive and constructive working relationships and by participating in the team planning process and individual performance management.
- Acting in other positions and providing a backup service to other staff in times of leave.
- Assist with developing and maintaining systems for managing Ministerial correspondence and reporting.
- Regularly reviewing procedures and assisting with implementing new processes where required.

- Utilisation of available networking opportunities.

- Completion of document search and identification requirements for FOI determination processes.

- Noted involvement in team discussions, business process improvement and professional development.
- Participation in continual improvement of Business Support Officer processes.

- Upholding and modelling the principles and practices and implementing the provisions of the Code of Ethics; Work Health & Safety and Public Sector legislation and regulations.

The capabilities you will bring

Technical expertise

- Demonstrated sound knowledge of administrative policies, procedures, instructions, methods and processes of Government.
- Understanding of State Records of SA records management principles and General Disposal Schedules.
- Knowledge of records management systems.
- Knowledge of Microsoft Windows based software packages.
- Knowledge of Occupational Health Safety and Welfare and Equal Opportunity policies.

Personal abilities

- Sound experience in providing a range of administrative and business support services, including managing correspondence.
- Well-developed interpersonal and communication skills, both verbal and written that enable effective and appropriate communication with a broad range of people at all levels.
- Proven ability to exercise discretion, integrity, tact and diplomacy when dealing with sensitive and/or political issues and maintain complete confidentiality.
- Ability to work independently and as an effective team member under limited direction, exercise initiative and judgement.

Experience

- Desired experience in the operations of a Minister's Office or an equivalent Executive level of a department.
- Experience in the use of the Microsoft Suite of software, including Outlook, Microsoft Word and records management software.