

Role Description



Role title:	Classification:
Executive Assistant	ASO4
Division/Business unit:	Reports to:
Child and Family Services / Safer Family Services / Business Services	Business Coordinator, Executive Services

Role purpose:
<p>The Executive Assistant is a role within Child and Family Support and is accountable to the Business Coordinator, Executive Services for:</p> <ul style="list-style-type: none"> • Providing high-level confidential secretarial and administrative support. • Coordinating and contributing to the development of high-quality correspondence, ensuring accuracy and integrity of information. • Coordinating diary appointments, meeting papers and briefings, meeting room bookings and expense and account management.

Key outcomes and accountabilities:
<ol style="list-style-type: none"> 1. Work closely with Child and Family Support (CFS) divisional leadership on day-to-day matters to ensure the provision and coordination of a high-level confidential secretarial and administrative support, including but not limited to the coordination of travel arrangement, credit card reconciliations, invoice management and expense reconciliation. 2. Utilise current technology (e.g., OneNote) in the management of meeting papers, briefings and other documentation supporting the Executive Director. 3. Manage CFS divisional leadership diaries through scheduling appointments, organising working papers, booking meeting rooms and welcoming visitors. 4. Liaise with the Office of the Minister, Chief Executive and other executive support staff and senior managers. 5. Provide a responsive point of contact to external enquiries and requests including conducting research, collating information and preparing briefs, minutes and letters on behalf of the CFS Leadership Team, alongside undertaking minor projects. 6. Manage the confidentiality, security of information and appropriate recordkeeping of the division. <p><i>Note:</i> Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.</p>

Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- Successful applicant will be required to obtain and maintain a Department of Human Services (DHS) Working with Children Check (WWCC).
- The incumbent may be required to undertake CSE – Child Safe Environments and RRHAN-EC – Responding to Risks of Harm, Abuse and Neglect – Education and Care full day/online course and the updated online course posted as required.
- The incumbent may be required to hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Some out of hours' work may be required.
- Interstate and intrastate travel may be required.

Key Relationships/Interactions:

- Business Coordinator, Executive Services (line manager)
- Office of the Chief Executive
- Office of the Minister for Human Services
- CFS Executive Director, Directors and Executive Assistants
- Manager, Business Services
- DHS Executive Leadership Executive Assistants
- Other DHS Leadership and staff
- Other external and internal stakeholders

Budget/Delegations:

No budget or delegation responsibilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Communication** – High-level interpersonal, written and verbal communication skills to liaise, negotiate, develop and sustain strong working relationships with staff at all levels, exercising diplomacy, managing sensitive issues and information and maintaining a high level of confidentiality.
2. **Relationships and Networks** – Proven ability to liaise with staff at all levels including key stakeholders and outside agencies to foster trust, cooperation and support.
3. **Initiative** – Capacity to work without supervision, determine priorities, meet deadlines and use initiative in responding to both external and internal demands and to select and apply appropriate management, organisational skills and decision-making strategies to meet agreed outcomes in a changing environment.
4. **Service Delivery Improvement** – Experience in coordinating and undertaking a range of high-quality support function for senior staff, including researching, analysing and developing efficient systems and procedures and undertaking administrative improvement projects that contribute to operational efficiency.
5. **Coach and Develop Others** – Mentoring, induction and support for other staff in similar roles across the division.
6. **Executive Assistant Systems Knowledge** – Sound knowledge of the systems, practices and processes related to the delivery of high-quality Executive Assistant functions including using information and records management application systems as well as Microsoft and OneNote.

Qualifications:

Desirable: Tertiary qualification in a relevant discipline or equivalent level of expertise gained from a combination of experience, training or professional accreditation.

Key leadership competencies and expected behaviours at this classification:

Supports and implements strategic direction

- Understands the big picture and contributes to the development of strategic direction for the BU.
- Assumes ownership of team goals and business objectives.
- Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- Look for opportunities to initiate continuous improvement.
- Communicates effectively in times of uncertainty.
- Identifies and analyses complex problems relating to the team’s work objectives.

Achieves and monitors own results

- Delivers results and improvements to meet team objectives.
- Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- Abides by the laws, regulations and policies determining team and individual role activities.
- Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- Monitors team/project performance and seeks feedback to guide improvements.
- Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- Adds value to the BU by setting, reaching and encouraging high performance standards.
- Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- Provides others with ongoing feedback and coaching for development.
- Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- Embeds a strong customer service ethos by understanding needs.
- Effectively manages resources to meet competing and complex demands.



Cultivates productive working relationships

- Seeks to understand the perspectives of others and the implication in the wider public sector.
- Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- Engages in strategic relationships with internal and external stakeholders.
- Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly.

Exhibits personal drive and professionalism

- Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:

Assessed by: Lazaras Panayiotou, HR Business Partner		Date: 13/04/2026
Approved by: Michelle Tahija, A/Director, Safer Family Services		Date: 13/04/2026