

Job and Person Specification

Title of Role:	Admin Support Officer	Remuneration Level:	ASO2
Business Unit:	Forensic Science SA	Type of Appointment:	
Division:	Finance, People & Performance	Position Number:	

Approval

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Delegate

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Date

Primary Purpose

The Administrative Support Officer is responsible to the Manager, Forensic Science Administration for quality administrative, financial and reception support, DNA reference and Drugs in Drivers samples reception service.

Reporting Relationships

- Reports directly to the Manager, Forensic Science Administration

Key Relationships/Interactions

- Works with a team of Case Receipt Officers and Administration Officers
- Manager FSSA Administration
- Finance Officer
- Group Managers and FSSA staff
- SAPOL
- State Coroner's Office
- Office of the Director of Public Prosecutions
- Various Government Departments.

Key Challenges

- Accountability for security of DNA samples and SAPOL requirements for compliant forensic case administration and to ensure the chain of evidence.
- Accuracy and attention to detail.
- Competency in knowledge of established work practices and procedures.
- Working remote from direct control.

Special Employment Conditions (if relevant)

- Employees are expected to maintain the integrity and security of all information for which they are responsible as a result of employment in the Attorney-General's Department.
- The incumbent must provide a saliva sample for DNA testing and placement on the DNA Quality Assurance Register (QAR) to exclude the possibility of contamination.
- Some out of hour's work may be required.

AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all work processes
- Participate in annual performance review and development
- Actively participate in all mandatory training requirements
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures
- Employment is dependent upon National Police Certificate and Extended Police clearances that the AGD finds satisfactory
- The South Australian public sector promotes diversity and flexible ways of working including part time,



and employees are encouraged to discuss the flexible working arrangements that are available for this role.

Diversity

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves, we are also committed to reconciliation and strongly value First Nation's voices in the community and workplace.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime arrangements are available in this role.

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Administration Support Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<p>Reception and administrative support service</p>	<p>Provide an efficient, effective, high-quality reception and administrative support service to Forensic Science.</p> <ul style="list-style-type: none"> • Respond to front counter and telephone enquiries promptly, courteously, and with accurate information. • Relay messages to staff in a timely and reliable manner. • Undertake photocopying, filing, and maintenance of archives. • Provide high-quality word processing, document preparation, and editing services. • Process and distribute incoming and outgoing correspondence. • Operate and maintain office equipment including photocopiers, scanners, and printers. • Perform financial administrative support tasks to the Finance Officer as required. • Perform additional administrative support tasks as required. 	<ul style="list-style-type: none"> • Reception and administrative services delivered efficiently and professionally to internal and external customers. • Enquiries handled promptly with accurate information provided. • Documents and correspondence processed within required timeframes. • Office equipment maintained in working order and issues escalated appropriately. • Administrative tasks completed to required quality standards.



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Drugs In Driver's Samples	<p>Provide an efficient, effective, quality, sample data entry service including:</p> <ul style="list-style-type: none"> • Prepare, copy, and file required paperwork in accordance with established procedures. • Log off completed work accurately in the computerised system. • Maintain records in line with work processes and documentation standards. • Identify errors or irregularities and resolve them competently, escalating where necessary. 	<ul style="list-style-type: none"> • Data entry for Drugs in Driver's samples completed with 100% accuracy. • Work completed under general direction with minimal need for correction. • Work outcomes monitored periodically and consistently meet stakeholder service standards. • Errors or irregularities identified early and managed appropriately.
Compliance	<ul style="list-style-type: none"> • Comply with workplace safety principles pursuant to FSSA and AGD policies • Remain aware of and operate within the general principles of equal opportunity and diversity • Work within AGD and FSSA policies and procedures 	<ul style="list-style-type: none"> • Recognition of an adherence to relevant principles is evident
Contribute to Culture	<ul style="list-style-type: none"> • Actively participate and contribute to responsible and safe work practices; • Embrace diversity and cultural differences in the workplace. • Actively comply with the FSSA Administration Team Charter. 	<ul style="list-style-type: none"> • Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered; • Respectful behaviour observed when faced with diversity /differences in opinion.

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	<ul style="list-style-type: none"> • Proven experience in utilising computer applications including word-processing, database and spreadsheet programs. • Accurate and efficient keyboard skills • Ability to discuss and communicate work related matters verbally and in writing • Ability to recognise and deal appropriately with confidential matters. • Reasonable working knowledge of administrative procedures and practices • Experience in managing and dealing with telephone (and email) contact from the public, internal staff and stakeholders • Ability to work as part of a team requiring task sharing and effective communication which contribute positively to spirit of team cooperation
Technical Expertise (Desirable)	<ul style="list-style-type: none"> • Experience with electronic document and records management systems • Experience in the procedures and work of a Government office (or similar) • Knowledge of Basware



Behavioural Capabilities and AGD People Expectations

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are also expected to behave in accordance with the AGD People Expectations of being self-aware, building trust and building teams.

Descriptors below detail the behavioural capabilities required for performance in the Administration Support Officer role. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Element	Behaviours
Supports Service Delivery Excellence (Operational)	<ul style="list-style-type: none"> Identifies and raises awareness of trends, potential problems and opportunities Identifies and delivers high quality internal and external customer service Translates performance requirements into achievable outcomes. Effectively manages their own performance, managing (or influencing) the wider team performance
Understands the Strategic Direction (Foundational)	<ul style="list-style-type: none"> Knows how own work contributes to goals and plans Recognises how own work impacts on others Identifies risks within own work practices Is flexible to changing priorities Is open to change and new approaches
Achieves Individual Results (Foundational)	<ul style="list-style-type: none"> Follows due process to achieve outcomes Delivers results by agreed timeframes Pays attention to detail to ensure quality results Reorganises work when priorities change Actively contributes to continuous improvement
Maintains good working relationships (Foundational)	<ul style="list-style-type: none"> Develops effective working relationships Shares information and knowledge seeking approval where necessary Is aware of the situation and audience in work environment Works cooperatively with others to achieve work outcomes Listens attentively and communicates clearly
Demonstrates personal drive and professionalism (Foundational)	<ul style="list-style-type: none"> Contributes to a culture of respect and high ethical standards Respects diversity Appropriately expresses own views and is respectful of the views of others Identifies risks and takes appropriate action Maintains strict confidentiality of information Receptive to feedback and uses to improve performance Looks after own wellbeing and raises concerns where necessary

Employee

Print name

Signature

Date

Manager

Print name

Signature

Date

