



ASO2 – Helpdesk Officer, Facilities Management Unit Physical Assets Services Branch

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

The Helpdesk Officer is accountable to the Manager, Facility Management and Strategy for providing administrative support services to the Physical Assets Services Branch and the provision of effective Facility Help Desk functions advice and support to all areas of SAPOL.

The Facility Management Unit, within SAPOL's Physical Assets Services Branch (PASB) is responsible for the oversight of facility and property management across SAPOL and the management and delivery of facility services ensuring that SAPOL buildings and their services meet the needs through functionality, comfort, safety and efficiency to an optimum level for designated SAPOL facilities throughout South Australia.

PASB is comprised of seven units: Capital Projects Unit, Major Projects Unit, Strategic Infrastructure Unit, Contracts, Impound and Armoury Unit, Strategic Operations: Fleet & Property, Facilities Management Unit, and Business Unit. A 'one team' mindset driven by leadership at all levels, that is focused on achieving our Vision and Key Strategy allows us to

Service

Integrity

Leadership

Collaboration

Courage

Respect



realise the full potential of our workforce and ensures service excellence. To achieve this, members adopt a problem solving, responsive and informative approach.

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 Headquarters, 100 Angas St Adelaide
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 Helpdesk Officer reports to the Manager, Facility Management Unit, and works closely with the Facilities team in the delivery of facility related services. The position will have contact with a broad range of people including contact with police officers, unsworn staff, managers, other branch staff, contractors and external service providers.

KEY OUTCOMES

- Contribute to the efficient and effective provision of services to the Branch by:
 - Provide first point of contact services for Physical Assets Services Branch including phone, email, personal contact and executing queries via the Physical Assets Helpdesk.
 - Efficient operation of the PASB Help Desk including responses, follow up and reporting of requests/outstanding work.
 - Logging and tracking facility maintenance issues & jobs in an allocated IT System. Tracking job communications to SAPOL Corporate Facilities Team members relating to managed facility.
 - Liaising, coordinating and negotiating with a range of people throughout the Agency and external customers on urgent and confidential matters.
 - Escorting visitors and contractors.
 - Management and administration of the PHQ Locker Register including ensuring timely provision of lockers to staff and data accuracy.
 - Management and administration of the Asbestos Register including ensuring asbestos data is current and sites are advised of any asbestos related issues.
 - Management and administration of the Contractor Security database including ensuring timely provision of advice for contractor clearances and database integrity.
 - Undertaking regular database backups.

- Proactively support the Branch by undertaking general administration services.
 - Undertake research, compile data and formulate briefing reports.
- Contributing positively and actively to ensure a high performing team environment and collaborative work culture, and continuous improvement outcomes.
- Actively undertake training, participate in multi-skilling and as new initiatives are developed, be prepared to adapt to changing work practices and ways of providing support to clients.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Sound knowledge and demonstrated experience in the provision of administrative support services, including data entry, administrative and clerical duties and basic office operations.
- Ability to communicate verbally and in writing with individuals at all levels, both internally and externally to an organisation.
- Ability to identify and respond to the needs of customers/clients by providing a high quality customer focussed service.
- Ability to work as an effective team member, under limited supervision, to ensure that work is completed in accordance with agreed timelines.
- Demonstrated experience in the use of Microsoft Office applications.
- Knowledge of the principles of equity, diversity and inclusion.
- Demonstrated comprehensive knowledge 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 – Principles and Guidelines.

Desirable Characteristics

- Experience in delivering effective customer service in a helpdesk environment. Knowledge of facility management 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.