



ASO2 Team Support Officer Metropolitan Operations 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

The Team Support Officer is a multi-skilled administration position accountable to the Administration Manager and has close working relationship with managers responsible for individual portfolios, including the Senior Management Team, Criminal Investigation Branch, Family Violence Investigation Section, Operations Section, Crime Prevention Section, Prosecution Section and Administration Section. The incumbent is responsible for undertaking a range of administrative and business related activities, ensuring a high level of customer service is provided and maintained.

The incumbent will be required to actively undertake any required training, participate in multi-skilling and job rotation across various locations. These locations could include intelligence, operations, investigations, traffic, criminal justice, administration or police stations. The incumbent will be expected to provide administrative support to any of the stated areas as necessary and in accordance with business requirements. As new policing initiatives are developed the incumbent must be prepared to adapt to changing work practices and ways of providing support to clients.

Service

Integrity

Leadership

Collaboration

Courage

Respect



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	Metropolitan Operations Service
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 Team Support Officer is directly accountable to the Administration Manager or equivalent, however on a day to day basis the incumbent may be required to report to a supervising police officer.

KEY OUTCOMES

Assist in the provision of an effective and efficient administrative support service by undertaking a variety of tasks as required which may include:

- assessing requests, providing advice and undertaking follow up enquiries
- providing a keyboard service such as transcription typing, word processing or data entry;
- providing an administrative service such as fleet management, records management, HR related forms, court diaries, requisitioning of stationery and other supplies, minute taking and agendas;
- providing revenue functions by receipting monies, banking, payment of accounts and reconciling cash and accounts as appropriate;
- the researching and reporting on management and accounting reports, accounts payable and preparing financial summaries and reports;
- maintaining an asset register;
- provide assistance with local area audits;
- maintaining the physical facilities including property, equipment, equipment maintenance and consumables in accordance with SAPOL's purchasing and supply guidelines;
- meeting local information technology requirements;
- providing a professional customer service to the public and police personnel on police and non-police issues and offer information and/or assistance as appropriate;
- preparing, receiving, collating, processing and disseminating various police related documents and data which require entry into SAPOL computer systems; and
- providing training of new and existing staff.

Ensure the provision of the highest standards of professional customer service to clients at all levels through effective customer interfaces and through timely and appropriate responses to customer enquiries

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Ability to professionally communicate to all levels of management and personnel and respond appropriately to the needs of customers and client groups
- Ability to work both as an individual and part of a multi disciplinary team and achieve agreed objectives
- Ability to coordinate and prioritise own workload and when required, that of other team members
- Ability to problem solve and undertake minor research tasks as delegated
- Possess a high level of personal integrity and credibility and maintain confidentiality
- Proven experience in the use of personal computers including word processing, databases, record management and spreadsheet software packages
- Experience in drafting correspondence, minute taking and compiling minor reports
- Knowledge of purchasing and procurement, auditing, facilities and asset management

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.