

# Role Description

OFFICIAL



Government of  
South Australia



human  
services

<b>Role title:</b>	<b>Classification:</b>
Business Coordinator, Executive Services	ASO5
<b>Division/Business unit:</b>	<b>Reports to:</b>
Safer Family Services/Child and Family Support	Team Leader, Business Services

## Role purpose:

The Business Coordinator, Executive Services is a role within Child and Family Support and is accountable to the Team Leader, Business Services for:

- Delivering and coordinating an executive support service to Executive Director and Child and Family Support directors.
- Providing high-level liaison, secretarial and administrative services to the Executive Director and C&FS directors.
- Coordinating matters pertaining to the strategic and operational business of the Executive Director and senior staff members within Child and Family Support division.

## Key outcomes and accountabilities:

1. Deliver a responsive and effective secretarial and administrative support service to the Executive Director and Directors in Child and Family Support division, maintaining high levels of confidentiality and attention to detail.
2. Coordination of effective utilisation of senior leadership time by managing diaries, travel, appointment arrangements, preparing responses and where appropriate handling or redirecting enquiries and visitors.
3. Line management, support and upskilling of C&FS's executive assistant(s).
4. Provide leadership and coordinate standardisation amongst all C&FS Executive Assistants to the division's senior executives, to work in a collaborative manner and to provide consistent, effective, and seamless executive and administrative support.
5. Identify and bring urgent, unresolved, emerging and/or sensitive issues to the attention of the Executive Director, C&FS and Directors C&FS and provide possible solutions and information that will assist the senior leadership to deal with matters more promptly and effectively.
6. Prepare agendas, minutes, letters and other correspondence and documentation on behalf of the Executive Director and C&FS directors.
7. Undertake discrete projects that contribute to divisional priorities.

*Note:* 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.

## Special conditions:

- **MANDATORY:** 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.

- Must 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 and interstate travel, involving overnight absences may be required.

#### Key Relationships/Interactions:

- Team Leader, Business Services (Line Manager)
- Executive Assistants in Child and Family Support division (line management).
- Executive Directors, Directors, Managers and Senior Management
- Executive Assistants to the departments Senior Executives
- Staff of the Child and Family Support division
- Business Services staff.
- Staff of the Minister's Office to which the Department of Human Services (DHS) is responsible
- Sector Stakeholders, external agencies, and the community

#### Budget/Delegations:

Corporate Credit card (level 5, \$2,000) and HR delegation level 5.

#### 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.
- Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures to better establish relationships and improve services.

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

1. **Administrative & Executive Assistant Experience** - utilise experience in providing high level effective executive and administrative functions and support services. High level written and verbal communication skills.
2. **Leadership & Management** – proven experience in the effective management and supervision of staff.
3. **Task Management** - ability to determine priorities, manage complex and competing priorities and develop effective resolutions both individually and through working with others.
4. **Initiative and problem solving** – take prompt action to solve problems, act on own judgement without prompting, look to go beyond job requirements to achieve objectives, analyse problems and think creatively to negotiate and implement sound solutions.
5. **Autonomy & Attention to detail** – ability to work unsupervised, handle high volumes of work, to use initiative, organise priorities and meet deadlines while maintaining accuracy of information, follow

procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.

6. **Relationships and Networks** – establish and maintain effective relationships and networks with internal and external stakeholders.

**Qualifications:**

**Essential:** N/A

**Desirable:** Relevant qualifications in business, administration or other relevant field.

**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.

Assessed by: Tracey McGlenchy, HR Business Partner		Date: 24/11/2022
Approved by:	<i>[Insert signature]</i>	Date: