

Role Statement

Program Support Officer

Classification Level:	ASO4	Agency:	Office for Recreation, Sport and Racing
Position Number:	P62029	Division:	Strategy and Investment
Direct Reports:	0	Business Unit:	Funding Services
ANZSCO Code:	2223	Reports to:	Manager, Funding Services
Date Updated:	May 2026	Location:	Mile End

Organisation Overview

The Office for Recreation, Sport and Racing (ORSR) is the lead agency for the Government's policy on sport and active recreation. ORSR is responsible for State Government policy and legislation as it relates to the sector, its key programs, sport and recreation infrastructure and funding programs. The ORSR supports sport and recreation organisations, councils and the community through the development of policy, programs and resources, the provision of funding, recreation and sport planning, infrastructure development, elite sport pathways and programs, and the promotion of physical activity.

Division

The **Strategy and Investment** division uses market intelligence, research and evaluation to understand and share industry insights and to devise strategy to enhance the ORSR performance and industry outcomes. The division administers the Sports Vouchers Plus program and the assessment and allocation of grants for a range of industry priorities and outcomes through one-off, term and ongoing programs. This division is also responsible for corporate services and governance and is the conduit into the host department and broader government.

Role Overview

The Program Support Officer plays a key role in the delivery, administration and continuous improvement of the Sports Vouchers Plus program, supporting increased access to community sport, active recreation and music across South Australia. The role is responsible for ensuring efficient service delivery, providing high-level support to ensure compliance with funding requirements and engaging and maintaining strong relationships with stakeholders.

The role entails supporting the strategic direction and management of the program, contributing to policy development, and coordinating projects that align with ORSR's strategic objectives. The officer will provide guidance to internal teams, support program improvements, and liaise with stakeholders to enhance the impact of ORSR's funding initiatives.



Key Outcomes of the Role

The Program Support Officer will undertake a wide range of activities including:

- Overseeing and improving processes related to the Sports Vouchers Plus program and funding initiatives.
- Ensuring compliance with funding policies, procedures and reporting requirements.
- Supporting the development and refinement of funding policies, assessment frameworks, and program improvements.
- Assisting in the design and implementation of funding strategies aligned with ORSR objectives.
- Coordinating stakeholder engagement and support by providing high-level advice and guidance to customers, providers, voucher recipients, and sport/recreation organisations.
- Liaising with internal and external stakeholders to enhance program delivery and resolve complex queries.
- Delivering training or workshops to stakeholders on funding processes and compliance.
- Leading assessment and reporting by assessing and approving provider eligibility and Sports Voucher claims, ensuring alignment with program objectives.
- Conducting audits and investigations to maintain program integrity.
- Preparing reports, recommendations, and briefings on funding outcomes and program performance.
- Contributing to benchmarking, data analysis, and continuous program evaluation.
- Identifying and implementing process improvements for funding administration and service delivery.
- Monitoring risks and contributing to quality assurance measures.
- Ensuring adherence to public sector governance, financial management, and legislative requirements.
- Supporting the Senior Funding Consultant and Manager, Funding Services, in overseeing day-to-day operations and workflow management.
- Assisting with staff training and mentoring to Funding Consultants and providing input into broader ORSR strategies and initiatives.

Special Conditions and Essential Requirements

- This role has been classified as a position of trust. The incumbent is subject to a satisfactory general probity check in line with departmental policies and procedures.

Qualifications / Licences

Essential

Nil



Desirable

Nil

Person Capabilities

- Strong ability to build and maintain relationships with internal and external stakeholders.
- Ability to assess grant funding applications, conduct audits, and analyse data to provide evidence-based recommendations.
- Strong verbal and written communication skills, with the ability to prepare reports, correspondence, and training materials.
- Experience in managing projects with attention to detail and adherence to guidelines.
- Ability to manage workloads effectively, meet deadlines, and handle high volumes of work.
- Ability to identify challenges, propose solutions, and contribute to continuous improvement.
- Understanding of public sector governance, ethical standards, and financial accountability.

Corporate Responsibilities

Exhibits behaviours and demonstrates commitment and accountability to:

- Keeping accurate and complete records of business activities in accordance with the State Records Act 1997.
- Maintaining a commitment to the Public Sector Act 2009, Ethical Conduct and the legislative requirements of the Public Sector Act 2009 and Work Health and Safety Act 2012.
- Supporting and advocating Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under represented groups.

Delegate Approval

Name

Signature

Date: / /

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