

Role Description

(Non-Manager)



Role Title: Business Support Officer, HR	Division: National Parks and Public Lands
Classification Level: ASO2	Branch/Unit: Botanic Gardens and State Herbarium
CHRIS Position Number: M20112	Reports to (Title): Head of Business Services

About the Agency – [Department for Environment and Water](#)

The Botanic Gardens and State Herbarium of South Australia forms part of the Department for Environment and Water (DEW) with a mission to 'build an understanding and appreciation of the botanical world' providing life-long experiences across generations is overseen by a Board. The BGSB Board provides strategic direction for the management of the Botanic Gardens and State Herbarium (BGSB) in accordance with the *Botanic Gardens and State Herbarium Act (1978)* and *Regulations (2021)*.

Adelaide, Mount Lofty and Wittunga Botanic Gardens have established living collections of plants exhibiting botanical diversity. The three garden estates and Botanic Park, adjacent to the Adelaide Botanic Garden, are managed as multiple use sites for display, science, conservation, and community education, health and well-being.

Commercial activities including paid public events, education and training, functions and community use of the public space are all accommodated. Commercial activities including provision of 'user pays' parking facilities raise funds for priority goals and projects of the Board of BGSB which are not otherwise funded by Government.

The State Herbarium is a scientific collection of more than one million plant specimens from South Australia and globally and is housed in the historic Old Tram Barn on the grounds of the Adelaide Botanic Garden. Herbarium staff utilise the herbarium collection to maintain the Census of South Australian plants. Botanical research is conducted by the Herbarium and South Australian Seed Conservation Centre staff, who deliver taxonomy, conservation and other botanical science to the South Australian community and beyond. The Museum of Economic Botany displays historic and cultural collections and curated exhibitions.

The Adelaide Botanic Gardens Foundation Inc. (ABG Foundation), which is overseen by a committee, raises and manages funds for priority goals and projects of the BGSB. These funds are also for the long-term financial security of the BGSB through an endowment fund.

About the Role

The Business Support Officer, HR works as part of the Business Services Team to provide support to BGSB managers to ensure they are achieving compliance with corporate policies and procedures whilst progressing and improving their core business outcomes.

The Business Support Officer, HR is responsible for ensuring visitors and other stakeholders have a positive experience of the Botanic Gardens by providing front line services such as reception, telephone queries, bookings and receipt of payments.

The role provides support to the Head of Business Services, administrative support in relation to WHS and HR and assists Managers across BGSB with a wide range of coordination and administrative tasks.

The role may also assist staff with coordination of activities on an as needed basis and has responsibility for BGSB publications sales and orders.

Key Role Outcomes

- All customers and visitors are provided with a welcoming, efficient and courteous service by ensuring enquiries are effectively answered or appropriately referred.
- Facility and room bookings and payments, parking expiation payments are processed promptly and accurately.
- Business systems and procedures are reviewed with identified improvements implemented in a timely manner.
- Managers and staff are provided with timely and accurate support in relation to HR administration including forms, processes and employment clearances.
- Effective working relationships are developed and maintained with internal and external stakeholders including visitors, service providers and neighbouring businesses.
- The Executive Officer of the Board and BGS Senior Leadership Team (SLT) are provided with effective and efficient business and administrative support.
- The BGS electronic inbox is effectively managed and responses provided in a timely manner.
- General administrative support and assistance is provided across Business Services as required.

Essential Criteria (including qualifications)

- Ability to prioritise and manage fluctuating workloads.
- Demonstrates ability to work under general direction and communicates early with their manager if there are circumstances that will prevent them from meeting deadlines.
- Communicates in a clear, confident and friendly manner in person, on MS Teams and on the phone.
- Performs administrative tasks with accuracy, attention to detail and according to procedures.
- Displays the ability to use relevant systems/software applications to effectively perform administrative functions including Microsoft Teams, Word, Outlook and Excel.
- Is able to accurately, clearly and concisely compose documents such as emails, letters, notices and record minutes.

Desirable Criteria

- An appropriate qualification in Business Administration or similar.
- Understanding of records management principles, procedures and security.
- Experience with sale of goods and sound understanding of Point of Sale (POS) operation.
- Understanding of SA Govt procedures relating to Work Health and Safety, Human Resources, Fleet and related software applications.

Key Relationships/Interactions

- Botanic Gardens Management and staff.
- BGS Visitors and Service providers.
- Works collaboratively with members of the Business Services team.
- Works with BGS /BH staff to gain upcoming event information for Reception.
- Liaises with other DEW employees including Human Resources and Timewise Team.
- Shared Services SA Payroll team.

- Friends and Volunteers of the Gardens.

Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia without restrictions.
- Prior to being employed, the successful candidate will be required to provide a valid Nationally Coordinated Criminal History Check (NCCHC), which is required to be renewed every three years. DEW will cover the cost of renewal.
- Prior to being employed, the successful candidate will be required to provide a Department of Human Services (DHS) Working with Children Check (WWCC) which is required to be renewed every five years. DEW will cover the cost of renewal.
- May be required to undertake work outside of the normal hours of work.
- Located at Goodman Building, Adelaide Botanic Garden, Hackney Rd

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	<ul style="list-style-type: none"> • Thinking and Acting Strategically 	<ul style="list-style-type: none"> • Seeks help to differentiate between essential and important activities versus non-essential. • Knows how own work contributes to the goals of the Botanic Gardens.
Achieves Results	<ul style="list-style-type: none"> • Delivering Effective outcomes • Making decisions 	<ul style="list-style-type: none"> • Can understand and articulate clear and realistic goals/expected outcomes for their role. • Is clear about the priorities for the role and completes tasks within agreed timeframes and standards. • Clarifies issues or involves others in the decision making process. • Makes decisions in line with relevant direction.
Drives Business Excellence	<ul style="list-style-type: none"> • Promoting Customer Service 	<ul style="list-style-type: none"> • Understands and responds to the requirements of diverse customers.
Forges Relationships and Engages Others	<ul style="list-style-type: none"> • Establishing and Maintaining Networks • Communicating and Managing Conflict 	<ul style="list-style-type: none"> • Works well with others and is effective in collaborating with colleagues across the agency. • Follows through on agreed actions and decisions. • Readily responds to requests for information and follows through on undertakings. • Maintains composure, confidentiality and a friendly demeanour in dealing with others.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> • Displaying Flexibility and Resilience 	<ul style="list-style-type: none"> • Communicates setbacks to manager and continues with effectively progressing other priorities. • Accepts changes required to their job role in a positive manner.

	<ul style="list-style-type: none"> • Demonstrating Commitment to Learning and Development 	<ul style="list-style-type: none"> • Embraces new learning that may be required to adapt successfully to changes in the job role. • Continually learning and develops on the job
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Work Health and Safety

Follow workplace safety procedures

- Accepts responsibility for own and other's safety.
- Identifies and reports hazards and incidents.
- Understands and applies safe work practices.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department's Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people always adhering to the Child Safe Environment Policy and Procedure & Guideline.

Date Delegate approved original classification:	9/11/2003	Original Class method:	Full
Updated:29/06/2011	RD Update only	Date this version approved by delegate:	28/4/2026