



## **ASO3 Prosecution Administration Officer State Operations Service**

### **ORGANISATIONAL OVERVIEW**

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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**

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#### **Summary**

The Prosecution Administration Officer – State Operations Service is a role accountable to the Administration Manager with day to day reporting to the supervising Prosecution Manager. The incumbent is responsible for undertaking prosecution administration duties within the Regions:

- Maintaining work systems, practices and administrative processes compliant with legislative, government and SAPOL policies and procedures.
- Maintaining the data contained in the BEAMS, SHIELD database and prosecution services systems.

Service

Integrity

Leadership

Collaboration

Courage

Respect



**Special Conditions**

<b>Work Status</b>	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.
<b>Location</b>	State Operations Service Regions
<b>Qualifications</b>	N/A.
<b>Out of Hours Work</b>	Some out of hours work may be required.
<b>Travel</b>	Some intrastate and interstate travel may be required.
<b>Performance Management</b>	The incumbent is required to participate in SAPOL's iEngage program.

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 operations, investigations, prosecution, 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.

**Reporting / Working Relationships**

The Prosecution Administration Officer is directly accountable to the LSA Administration Manager. The incumbent will also work closely with:

- Prosecution Services Branch Manager and staff
- Managers, Supervisors and employees across SAPOL
- Members of other government and non-government organisations
- Stakeholders at all levels internal to the Department
- Stakeholders at all levels external to the Department (Courts Administration Authority, Office of the Director for Public Prosecutions, clients).

**KEY OUTCOMES****Service Delivery**

- Liaise with the public, Courts, lawyers, SA Police and other Government/Non Government Departments in relation to Prosecution matters.
- Listen to client feedback to gain insight for continuous improvement of services.
- Utilise a variety of sources to gain insight to understand client enquiries and devise practical solutions.

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### Administration and Systems Management

- Manage and maintain databases and systems relating to a broad range of prosecution information and issues in a timely and accurate manner.
- Ensure the data integrity of the information systems (BEAMS, SHIELD, ECMS) and its compliance with Prosecution Services Branch (PSB) processes and legislative requirements.
- Prepare prosecution data, statistics and other reports, including checking for data integrity.
- Prepare, draft and proof letters and any other document.
- Records management and data input.
- Prioritise and manage files.
- Maintain timely storage and disposal (archival or destruction) of records to improve efficiencies and optimise physical space.
- Check accuracy of information, follow procedures and processes to avoid errors.

### Professional legal support service

- Provide high quality support to Prosecutors; with research into, and analysis of, a range of prosecution administration matters.
- Produce appropriate written reports/documentation/letters and recommendations.
- Undertake projects to enhance the efficiency and effectiveness of the delivery of a SAPOL legal service.
- Participate in and contribute to the reform of SAPOL General Orders, Guidelines, Forms and Systems.
- Liaise with Courts Judiciary and staff to ensure the effective and efficient processing of the business of the Court.
- Assist with the monitoring and preparation of necessary paperwork for approval processes to ensure compliance with the stated Delegations of Authority.
- Provide specialist advice to managers and employees on prosecution matters and legislative requirements.
- High standard, accurate and reliable statistical information is maintained and available, and standard reports are produced and disseminated, to enable PSB performance to be reviewed and measured.

### Relationship Management

- Participate in PSB planning processes, staff development initiatives and performance management activities, as required.
- Participate in relevant decision making processes, especially with regard to the determination of planning, policies and procedures.
- Participate in the attainment and maintenance of a work ethos that focuses on the achievement of identified program/service outcomes.
- Consider other's perspectives when communicating, negotiating or presenting arguments to build rapport.
- Provide support and guidance to team members to improve team performance and communication.

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- Participate in the facilitation of training and development of staff either on a one-to-one basis or as a group.

## QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

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### Essential Minimum Requirements

- Ability to be work calmly under pressure, and be adaptable, flexible and accountable to meet deadlines in a demanding and diverse environment.
- Demonstrated ability to analyse problems, initiate constructive discussion and develop solutions that lead to appropriate outcomes.
- Demonstrated skill in providing excellent customer service, showing awareness and sensitivity to the diverse needs of customers, respecting different views.
- Skill in the use of technology, including the ability to quickly learn and use new technology.
- Proven ability to work in a self-directed manner, but at the same time collaboratively and contribute positively as a member of a team.
- Demonstrated high level of interpersonal skills and the ability to build and maintain productive working relationships at all levels of the organisation.
- Skills in coaching or on the job training of other employees.
- Experience in effective and successful conflict resolution, problem solving and decision making techniques in a legal environment to achieve quality, timely and transparent outcomes.
- Proven ability to exercise tact and discretion and always maintain confidentiality.

## CORPORATE RESPONSIBILITIES

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- 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.