

JOB AND PERSON SPECIFICATION

Title of Position : Office Administrator
Classification : ASO2
Location : Southern Region
Reports To : Team Supervisor

CORRECTIONAL SERVICES
Position No: P38408
Division : Community Corrections

JOB AND PERSON SPECIFICATION APPROVAL


...../...../.....
Chief Executive or Delegate

JOB SPECIFICATION

KEY PURPOSE OF THE POSITION

The Office Administrator is responsible for the provision of key administrative support duties within the Community Correctional Centre, which facilitates the effective delivery of services to offenders assigned to the Department and its stakeholders.

KEY STAKEHOLDER INTERACTION

Responsible to the Regional Director, Southern Region, through the Area Manager. Interaction with local business unit staff, offenders and customers of the Community Correctional Centre.

BRANCH PROFILE

Community Corrections is responsible for the case management of adult offenders placed on community-based orders and the provision of services to Courts, Sentence Management Unit, and the Parole Board in order to assist offenders to adopt a non-offending lifestyle.

This position is part of the Southern Region which includes offices located at Adelaide, Port Adelaide, Edwardstown, Noarlunga, Mount Gambier, Murray Bridge & Berri Community Correctional Centres. However, the appointee may be assigned to another location within the Department on an ongoing or temporary basis to perform duties of a similar nature and classification.

SPECIAL CONDITIONS

- Section 47 of the Public Sector Act 2009 applies in conjunction with other provisions of the act and other applicable industrial entitlements.
- The incumbent is required to satisfactorily complete a National Criminal History Check;
- A current South Australian Driver's Licence is essential;
- A flexible approach to working hours is required;
- Some interstate and intrastate travel will be required which may necessitate overnight absences.

HIGHLIGHTED EMPLOYMENT CONDITIONS

A requirement to understand, observe, conform and adhere to:

- Legislative requirements that apply to the role. This includes, but is not limited to, the Public Sector Act; Correctional Services Act, Work Health & Safety Act, Return to Work Act, Equal Opportunity Act, Independent Commissioner Against Corruption Act, the State Records Act, and various relevant industrial awards and enterprise agreements. The Public Sector Principles and Practices including the SA Public Sector Code of Ethics, the Professional Conduct Standards, the Commissioner's Determinations and Guidelines, Information Privacy Principles, Information Sharing Guidelines, DCS Human Resource policies and guidelines and DCS Core Values.
- DCS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is

maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

- Work health and safety and injury management requirements as set out in relevant legislation, Public Sector and DCS policies and procedures, including complying with any reasonable instruction associated with these documents.

KEY AREAS OF ACCOUNTABILITY

The Office Administrator will undertake a range of duties to ensure an effective administrative support service to the Centre by:

- Ensure that a prompt and courteous counter and telephone reception service is provided.
- Providing an effective customer and reception service and by dealing with the more complex situations that may occur.
- Assisting with the induction, training and instruction to administration staff and providing administrative assistance to management team members.
- Preparing and maintaining offender files, including recording in an accurate and timely manner all the relevant details onto the Justice Information System in accordance with departmental policies and procedures.
- Providing accurate information and assistance to offenders, maintaining accurate offender reports and justice information records.
- Administering court orders ensuring that the more complex court orders are administered as required by legislation.
- Ensuring the provision of data entry of offender information for the Centres.
- Ensure a basic information service to offenders is provided when statutory staff are unavailable.
- Assisting with the security and maintenance of buildings, equipment and vehicles by:
 - issuing and maintaining records of access cards and keys.
 - updating security systems.
 - checking duress alarms.
 - reporting building faults to the Business Centre.
 - arranging the delivery and collection of vehicles for servicing, repairs and cleaning.
 - providing information regarding the addition, transfer and deletion of assets.
 - assist with the physical audit of DCS assets.
 - retrieving vehicle log sheets and forwarding to the Business Centre.
- Disbursement, reconciliation and replenishment of petty cash, bus tickets and taxi vouchers.
- Assisting the effective use of information technology in the delivery of services.
- Assisting in achieving the Region's Work Health Safety obligations by promoting safety awareness, maintaining local records and information systems, and contributing to the Region's OHSWIM Management plan.
- Performing any number of the following general administrative duties:
 - receiving, distributing and dispatching office correspondence and processing mail
 - preparing supply requisitions
 - maintaining stationery and photocopier supplies and other general stores
 - collating and forwarding documentation to the Business Centre
- Other duties relevant to the classification
- Responsible for taking reasonable care for their own and others' health and safety and not adversely affecting the health and safety of others.
- Responsible for early notification and reporting of workplace hazards, incidents and injuries.

QUALIFICATIONS

Essential: N/A

PERSONAL CRITERIA

Essential Criteria

- Demonstrated high level of proficiency in keyboard skills.
- Experience in the use and support of information systems and technology and Microsoft Office software.
- Demonstrated interpersonal abilities and experience in providing quality service, including:
 - maturity sufficient to manage difficult and complex situations.

- working and communicating effectively with a variety of customers and as part of a team.
- ability to exercise limited judgement through precedents, guidelines, procedures, regulations and instructions.
- ability to maintain confidentiality.
- Demonstrated ability in assisting and training administrative staff.
- Ability to provide quality customer service in a diverse work environment.
- Experience/knowledge in maintaining and monitoring financial systems/ processes.
- Proven ability to identify tasks and determine priorities under limited direction so that deadlines are met.
- Basic knowledge/understanding of the Sentencing Act 2017, the Bail Act 1985 and the Correctional Services Act.

Desirable Criteria

- Experience in the of the Justice Information System.
- General knowledge of personnel management principles under the Public Sector Act, Work Health & Safety Act, and the Equal Opportunity Act.
- General knowledge of DCS organisational structure and the South Australian Justice system.