

Job and Person Specification

Title of Role: Client and Service Support Officer
Remuneration Level: ASO4

Business Unit: Commissioner for Victims' Rights
Type of Appointment: Term

Division: Policy and Community
Position Number: P68405

Job and Person Specification Approval

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DELEGATE

Primary Purpose

The Client and Service Support Officer will undertake a range of activities to support the work of the Office of the Commissioner for Victims Rights (CVR). The Client and Service Support Officer will liaise with stakeholders and clients of the CVR, including obtaining critical information to enable informed decision making in line with statutory requirements and operational policy. Under limited direction, the Client and Service Support Officer will support more senior employees manage matters related to the case load of the office, including but not limited to file management, drafting of standard documents and arranging the marketing and educational material.

Within the scope of their role, the Client and Service Support Officer also identify opportunities to make business process improvements, contributing ideas and solutions to enhance customer service.

Reporting Relationships

- Reports to the Assistant Commissioner for Victims' Rights.

Key Relationships/Interactions

- Liaises with CVR staff, AGD staff and a range of victims, external stakeholders, and other government agencies as required.

Key Relationships/Interactions

- Making good quality decisions and recommendation in alignment with operational policies and procedures.
- Completing large volumes of work with limited supervision.
- Dealing with information that may be confronting or distressing in nature.
- Ability to prioritise workload with competing deadlines.

Special Employment Conditions

- Some out of hours work may be required.
- Required to hold a current licence to drive a motor vehicle.



AGD Conditions

- Participation in quarterly performance review and development;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures; and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Project Support Officer (Corporate) is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Client liaison and stakeholder engagement	<ul style="list-style-type: none"> • Receive and respond to phone calls and written correspondence such as emails from clients and stakeholders within timeframes and guidelines • Under limited direction, obtain information from clients and stakeholders within the scope of office policies and procedures • Presentation of matters for escalation and referral both on a periodic and case by case basis as appropriate • Provide advice regarding appropriate assisting body if incoming matter is not within the CVR jurisdiction 	<ul style="list-style-type: none"> • Matters are registered accurately and in a timely manner within KPIs • Customer and other contacts are effectively responded to. • Compliance with relevant legislation, and CVR internal policies and business rules • Records of all communication / documentation are maintained • Matters are escalated where appropriate
Project Support	<ul style="list-style-type: none"> • Providing assistance in case management as directed; • Undertaking file management and record keeping; • Assisting in the development and maintenance of policies and procedures; • Preparing standard documents as directed • Making good quality decisions and recommendations in alignment with operational policies and procedures 	<ul style="list-style-type: none"> • Complete project and case activities accurately within agreed timeframes; • High quality outcomes delivered.



<p>Administrative support</p>	<ul style="list-style-type: none"> • Arranging meetings, venues, preparing and circulating agendas and minute taking where required; • Identify opportunities for business process improvements; • Participate in the continuous review of Customer Services and administrative processes to ensure it meets service charter guidelines; • Undertake office and administrative activities in line with office policies and procedures. 	<ul style="list-style-type: none"> • Meetings are organised in a professional and timely manner. • Contribute at staff meetings and provide suggestions on processes. • Administrative activities are undertaken accurately in a timely fashion and in line with statutory and operational requirements as directed.
<p>Compliance/Drive Culture</p>	<ul style="list-style-type: none"> • Responsible and accountable for adhering to the requirements of the WHS Act 2012, relevant WHS Regulations, the Equal Opportunity Act 1984, the Public Sector Act 2009, the Code of Ethics for Public Sector employees, the principles of diversity and the Department's policies and procedures; • Keep accurate and complete records of business activities in accordance with the State Records Act 1997; • Actively participate and contribute to responsible and safe work practices; • Embrace diversity and cultural differences in the workplace. 	<ul style="list-style-type: none"> • Pro-active measures are undertaken to adhere to and prevent injuries; • Work practices are safe and WHS legislation, policies and procedures are implemented; • Individual differences are encouraged and accommodated in the workplace.



Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

<p>Technical Expertise (Essential)</p>	<ul style="list-style-type: none"> • Proven ability to successfully manage multiple tasks, deal with competing priorities and meet tight timeframes. • Proven ability undertake tasks independently under limited direction and as part of a team. • Knowledge of the principles and practice of WHS, Equal Opportunity, the <i>PS Act 2009</i>, employee conduct standards and diversity appropriate to the requirements of the role. Knowledge and skills in customer service • Proven experience in considering business processes and making appropriate and considered recommendations for improvement taking into account and mitigating risks • Experience in undertaking case support activities within tight timeframes • Ability to assess and respond to enquiries promptly, accurately and professionally • Ability to accurately work within policies and procedures with minimal supervision • Experience in utilising computer applications, including word-processing, database and spreadsheet programs • Ability to write in a clear, concise and effective manner • Ability to recognise and deal discretely with confidential or sensitive information.
<p>Technical Expertise (Desirable)</p>	<ul style="list-style-type: none"> • Knowledge and understanding of the role of the CVR, and contemporary issues impacting on the administration of justice with a focus on victims of crime

Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Project Support Officer (Corporate). KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.



Element	Behaviours
Strategic Focus (Operational)	<ul style="list-style-type: none"> • Supports strategic direction and plans • Communicates plans in practical terms to others • Identifies and manages risk as appropriate and escalates as necessary • Is sensitive to political drivers influencing priorities and decisions • Actively participates in business planning • Contributes to the drive for change and innovation • Adapts quickly to changing and emerging priorities
Results Orientation (Operational)	<ul style="list-style-type: none"> • Sets and communicates clear expectations around quality of work and timeframes • Monitors progress towards achieving outcomes • Takes responsibility for the delivery of quality and timely results • Measures performance and acts on opportunities for continuous improvement • Critically evaluates issues and ensures solutions are practical and achievable • Negotiates as necessary to achieve outcomes • Prioritises workload effectively and negotiates deadlines where appropriate
Service Delivery Excellence (Operational)	<ul style="list-style-type: none"> • Uses capability and expertise of the workgroup to achieve outcomes • Translates performance requirements into achievable outcomes. • Effectively manages their own performance, managing (or influencing) the wider team performance • Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance • Identifies and delivers high quality internal and external customer service • Considers financial responsibility, accountability and awareness • Utilises available internal and external resources for optimal outcomes.
Relationship Management (Operational)	<ul style="list-style-type: none"> • Effectively manages conflict and escalates when appropriate • Consults and seeks the views of relevant stakeholders • Develops effective working relationships and internal networks • Shares information and knowledge as appropriate • Takes into account the situation and audience • Negotiates as necessary to achieve outcomes • Actively listens and communicates clearly
Professional Approach and Drive (Operational)	<ul style="list-style-type: none"> • Promotes a culture of respect and high ethical standards • Supports diversity and uses this to enhance outcomes • Maintains professionalism and confidentiality when dealing with sensitive issues • Constructively expresses own views and respects the views of others • Is aware of risks and makes decisions accordingly • Remains positive and recovers quickly from setbacks • Adapts effectively to change • Looks for opportunities to engage in development activities • Seeks feedback and reviews own performance • Ensures a focus on wellbeing for self and others and raises concerns where necessary

Acknowledged by occupant

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 (Print name) (Signature)

Acknowledged by line manager

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 (Print name) (Signature & title)

