

Position Description

Business Support Officer

Why work with us

Every child and young person deserves a great education.

We have a strategy that aims to unlock every child's potential now and into the future, one that in partnership with learners, students, parents and the wider South Australian community will build a world-leading public education system. One that is equitable and prioritises learning and wellbeing.

Together we will make our education system the best it can be.

When our children and young people thrive, so do our communities and our state.

Our values

We are part of the South Australian public sector and share the values of:

							
SERVICE	PROFESSIONALISM	TRUST	RESPECT	COLLABORATION & ENGAGEMENT	HONESTY & INTEGRITY	COURAGE & TENACITY	SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

About this role

The Business Support Officer plays a crucial role in delivering a responsive first point of contact service for the Security & Emergency Management team. The position undertakes assessment and triage of enquiries to ensure a timely resolution to a variety of emergency and security related matters. Further, this position requires the delivery of a range of efficient operational support tasks including financial administration to achieve budgetary objectives, conducting confidential research, data collation and synthesis and the provision of clear reporting to determine appropriate mitigations of security or emergency management risks. Additionally, the role supports the Assistant Director, Business and Customer Services and the Manager, Security & Emergency Operations, undertakes operational improvement projects and research tasks, and contributes to efficient work practices within the Security and Emergency Management team.



Position title	Business Support Officer
Classification	ASO4
Division	Infrastructure Division
Directorate	Asset Strategy and Business Performance
Location	Education Support Hub, 8 Milner Street Hindmarsh SA 5007
Reports to	Lead Advisor, Security & Emergency
Direct reports	Nil
Role description date	April 2026

What you will do (key outcomes)

1. Deliver a responsive first point of contact service to Department staff through assessing, triaging, and responding to emergencies, security incidents and access issues and self-insurance claims impacting upon departmental sites and services including arranging and coordinating repairs and maintenance as necessary.
2. Effectively monitor SEM budgets and track project expenditure, and research, collate and synthesize a range of data, with a high level of attention to detail to provide timely, accurate financial reports for the Minister's Officer and to assist the SEM unit to achieve its financial objectives.
3. Administer the payment of SEM invoices and financial transactions relating to the provision of services by external contractors, the delivery of infrastructure projects and self-insurance claims including identifying, investigating and submitting emergency call out invoices applicable for a fee waiver.
4. Prepare reports, SEM dashboards and statistics relating to vandalism, arson, security incidents and emergencies impacting upon departmental sites and services and ensure accurate and compliant storage of correspondence, briefings and reports relevant to the unit
5. Exercise judgement and initiative in responding to general and sensitive issues relating to the provision of a support role to the Assistant Director, Business and Customer Services.
6. Provide support, training and advice relating to current and new SEM systems and identify and acting on issues and inefficiencies that are impeding SEM operations including developing and implementing processes and system improvements to facilitate the efficient and effective delivery of security and emergency management services.
7. Administer a budget for, and coordinate financial approval rectification processes related to, arson and vandalism self-insurance claims in accordance with departmental policy and procedures.
8. Ensure relevant consultation and liaison occurs with stakeholders from other Government agencies, in particular SA Police, SA Metropolitan Fire Service, Country Fire Service, Department of Infrastructure and Transport (DIT), and private security providers including access, interpret and apply established practices, procedures, standards, guidelines and policies relevant to the service delivery of the SEM unit and the department.
9. Undertake a support role in relation to major incidents as part of an incident management response or the enactment of the Business Continuity Plan.
10. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

The capabilities you will bring (key competencies)

- **Planning, preparedness, response & recovery:** Well-developed experience in an infrastructure or asset management environment coordinating and undertaking a range of administrative functions in response to emergencies and/or security incidents including providing a responsive point of contact involving assessment & triage and, interpreting information to determine appropriate response actions.
- **Financial and contract administration:** Experience with business unit budgets and financial processes in a government environment and contractor-related activities, including monitoring and tracking project budgets, processing invoices, verifying contractor work – ensuring works have been completed to required standards prior to payment.
- **Analytical Skills:** Proven ability to research, analyse and synthesize a range of data and information with due regard to urgency, consistency with policy and the sensitivity of the subject matter, identify trends, prepare reports and documentation with a high attention to detail and implement appropriate actions to support operational effectiveness.
- **Teamwork & Autonomy:** Proven ability to operate independently, as well as collaboratively as a member of a team, under limited direction, plan and organise work under pressure and exercise initiative and judgement where precedents or procedures are not clearly defined.
- **Communication:** Proven ability to select and apply communication and interpersonal skills to negotiate and liaise effectively with staff and stakeholders, maintain positive working relationships with all levels of staff.
- **Systems Proficiency:** Demonstrated experience in using and administering a range of computer packages and information management systems, including providing support, advice to users as required.
- **Records management:** Sound knowledge of government records management (Objective) processes
- **Workplace Health and Safety:** Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards and injuries in accordance with policy and procedure, and cooperating and complying with reasonable instructions of line management and WHS Officers.

Desirable

- **Knowledge** of the Across Government Facilities Management Agreement (AGFMA) and the South Australian Protective Policy Framework

Who you will work with (key relationships)	Qualifications
<p>Key Relationships / Interactions</p> <ul style="list-style-type: none"> • Assistant Director, Business and Customer Services • Manager • Manager Security & Emergency Operations Lead • Advisor Security & Emergency • Advisor Security & Emergency • Asset & Facilities staff <p>Internal working relationships</p>	<p>Essential: Nil</p> <p>Desirable: Nil</p>



<ul style="list-style-type: none"> • Director, Asset Strategy and Business Performance • Asset Strategy and Business Performance staff • Capital Projects and Technical Services managers and staff • Other Education Department senior managers and staff • Site leaders and site managers <p>External working relationships</p> <ul style="list-style-type: none"> • Police Security Services Branch (PSSB) • SA Police (SAPOL) • AGFMA provider • Private Contractors • Other Government departments • SA Country Fire Service and SA Metropolitan Fire Service (SACFS & MFS) • 	
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Corporate responsibilities	Special conditions
<p>Keep accurate and complete records</p> <p>Act appropriately in line with the Public Sector Code of Ethics at all times</p> <p>Support diversity and promote an inclusive workplace for everyone</p> <p>Maintain a commitment to Work Health and Safety legislative requirements</p>	<p>You may need a current driver’s license and be willing to drive</p> <p>You may be asked to work out of hours</p> <p>You may need to travel within or outside South Australia</p> <p>You need to achieve mutually agreed performance goals</p> <p>You must have a current Working with Children Check</p> <p>You must do Responding to Risks of Harm, Abuse and Neglect – Education and Care training</p> <p>You must be an Australian resident or provide evidence you have a current work permit</p>

<p>Assessed by: Hannah Matthews, P&C Consultant</p>		<p>Approved by: Leeann Faddoul Assistant Director, Business and Customer Services</p>	
<p>Date: April 2026</p>		<p>Date: April 2026</p>	

