

# Business Support Officer

## Department for Child Protection

*Nurturing happy, healthy kids so they  
can grow up safe and reach their full potential.*

<b>CLASSIFICATION:</b>	<b>ASO2</b>	<b>DIRECTORATE:</b>	<b>Multiple</b>
<b>REPORTS TO:</b>	<b>Business Manager</b>	<b>FTE:</b>	<b>1.0</b>
<b>ROLES REPORTING TO THIS ROLE:</b>	<b>Nil</b>		

### ABOUT THIS ROLE:

The Business Support Officer is a role within the Department for Child Protection (DCP) and is accountable to the Business Manager for providing administrative, finance, human resources and information and facilities support.

### YOU WILL BE ADDING VALUE BY:

- Maintain staff records, preparing reports, minutes and employment contract letters, providing advice on a range of personnel procedures and related issues and liaising with the Business Manager.
- Maintain salary information systems and liaising with Employee/Payroll and/or the Business Manager.
- Investigate workforce data and provide accurate and timely workforce reports and statistics.
- Assist with budget and cash flow projections, budget preparation, salary estimates, cash flow and monthly expenditure reports.
- Maintain petty cash, advance account, undertake recoups and bank reconciliations.
- Payment of accounts and follow up of vendor enquiries.
- Use of Electronic Card Reconciliation on the Web (ECROW) and Masterpiece.
- Assist in the development of appropriate business continuity strategies and procedures with respect to Office business services.
- Make sure policies and procedures are updated and maintained.
- Arrange servicing and appropriate maintenance of fleet vehicles in line with agency policies
- Maintain office equipment, stationery and office systems.
- Design and develop new computer reports, update and enhance reports, undertake analysis and implement new systems.
- Assist in the development and implementation of appropriate records management procedures within the Office.
- Provide staff with training assistance in all areas related to computer usage and provide advice on difficulties encountered by users.
- Maintain inventories and records on asset management and undertaking basic installation and maintenance of computer and office equipment.
- Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
- Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.



**WHO YOU WILL WORK WITH:**

**Internal**

- Business Manager (direct line manager)
- Management and staff within the office and across the Department
- Other business units within the Department

**External**

- Other government and non-government organisations

**QUALIFICATIONS**

**Essential:**

- NIL

**Desirable:**

- NIL

**YOUR CAPABILITIES:**

- Demonstrated ability to communicate effectively both verbally and in writing with clients, staff and stakeholders in government and non-government agencies.
- Attention to detail and accuracy of information check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
- Ability to organise priorities, meet deadlines and work under pressure.
- Demonstrated skills in working with and knowledge of Microsoft Office programs including Word, Excel, Outlook and the use of other office equipment.
- Ability to work collaboratively to develop effective working relationships with peers, staff and stakeholders to deliver quality and timely communications and services and maintain a positive approach to work in a changing environment.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment

**OUR COLLECTIVE RESPONSIBILITIES**

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.

**SPECIAL CONDITIONS**

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the [Line Manager title].
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out of hours work may be required



## OFFICIAL

- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
  - Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
  - Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
  - Maintain the Program Standards of White Ribbon Reaccreditation.
  - Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
  - 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*.
- A current Australian driver's licence (P2 or above) and a willingness to drive is essential.
  - Some intra/interstate travel (including in a small aircraft) including overnight stay may be required.
  - May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.

CERTIFIED CORRECT: 01/04/2026



Government of South Australia  
Department for Child Protection

YOU WILL CONTRIBUTE TO



**OUR VISION** is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



**OUR PURPOSE:** The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



**Leaders in practice excellence**

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



**Closing the Gap**

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



**A child protection system that meets the needs of children and young people**

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



**A thriving workforce**

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



**Active and collaborative partnerships**

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



**Working alongside carers**

We respect and value carers as vital partners in keeping children and young people safe and well.



**Quality services and safeguarding**

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

