

# Job and Person Specification

<b>Title of Role:</b>	Corporate Support Officer	<b>Classification:</b>	ASO3
<b>Business Unit:</b>	Corporate Operations	<b>Division:</b>	Small Business Commission SA

## Primary Purpose

The Corporate Support Officer provides effective, responsive and confidential administrative and secretarial support to the South Australian Small Business Commission, contributing to the efficient day to day operations of the office.

Duties will involve administrative tasks relating to governance, risk, finance, procurement, human resources, records, information technology, facilities as well as secretarial support including scheduling appointments, travel coordination, answering telephone and general enquires, liaising with staff, the public and other services on matters related to the office. The Corporate Support Officer will also assist with minor projects and research as directed by the Manager, Corporate Operations.

## Reporting Relationships

- Manager, Corporate Operations

## Key Relationships/Interactions

- Corporate Operations team members
- Small Business Commissioner
- Leadership Team
- Office of the Chief Executive and Attorney-General's Department
- External Stakeholders

## Key Challenges

- Access to sensitive and confidential information
- Managing competing demands and multiple deadlines concurrently
- Managing high volume administrative duties within agreed timeframes and with a high level of accuracy.

## AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all actions, activities and work processes
- Participate in bi-annual Performance Development Plan (PDP)
- Proactively seek learning opportunities, including in the timely completion of all mandatory training requirements
- Comply with the Code of Ethics for the South Australian Public Sector, relevant legislation and AGD policies and procedures
- Employment is dependent upon a compliant National Police Certificate that the AGD finds satisfactory.

## Diversity

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves, we are also committed to reconciliation and strongly value First Nation's perspectives in the community and workplace.

## Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Job Sharing
- Compressed weeks
- Work from home arrangements



## 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 Corporate Support Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<b>Reception and Customer service</b>	<ul style="list-style-type: none"> <li>• Greeting clients and visitors attending the office;</li> <li>• Responding effectively to a wide range of people who attend or telephone the office seeking information and assistance;</li> <li>• Screening incoming enquiries and determine their priority and refer appropriately;</li> <li>• Ensuring the reception area is kept in a neat and tidy manner;</li> <li>• Provide a confidential reception service to the Small Business Commissioner.</li> </ul>	<ul style="list-style-type: none"> <li>• Timeframes met</li> <li>• Professional and positive service provided to all clients</li> <li>• Actively responsive</li> </ul>
<b>Administrative Support</b>	<ul style="list-style-type: none"> <li>• Opening, registering and distributing incoming mail;</li> <li>• Contribute to the confidentiality of the office by creating, maintaining and archiving files using the relevant record management system and other databases;</li> <li>• Movement and delivery of internal files/incoming correspondence;</li> <li>• Booking of meeting rooms and ensuring it is prepared accordingly (e.g. IT equipment);</li> <li>• Purchase of goods and services (including stationary supplies) and ensuring payment of all relevant accounts and related financial duties;</li> <li>• Undertake minor project work and process improvement activities as directed by the Small Business Commissioner and Leadership Team.</li> <li>• Facilitate administrative services for key committees by the timely and accurate preparation and distribution of meeting papers, minutes, agendas and collation of relevant statistical information;</li> <li>• May be required to assist in other administrative duties.</li> </ul>	<ul style="list-style-type: none"> <li>• Timely completion of daily mail</li> <li>• Checking that information entered in databases is correct</li> <li>• Internal files are actioned and delivered daily</li> <li>• Actively responsive</li> <li>• Accounts are certified and paid by the due date</li> </ul>



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<b>Secretarial support</b>	<ul style="list-style-type: none"> <li>• Coordinate and arrange meetings for the Small Business Commissioner.</li> <li>• Coordinate and maintain an accurate diary in accordance with the requirements of the Small Business Commissioner.</li> <li>• Examine and prioritise correspondence for the attention of the Small Business Commissioner in a timely manner, monitor correspondence and implement appropriate follow up.</li> <li>• Ensuring relevant meeting papers are provided to the Small Business Commissioner for relevant meetings.</li> <li>• Assisting with local, interstate and international travel, accommodation and itinerary arrangements for the Small Business Commissioner.</li> <li>• Setting up for meetings and functions including hospitality services when required.</li> <li>• Prepare draft letters, memos, emails and other correspondence as appropriate.</li> <li>• Assisting the Small Business Commissioner with daily tasks required.</li> </ul>	<ul style="list-style-type: none"> <li>• The Small Business Commissioner's administration needs are met</li> <li>• Diaries are maintained effectively</li> <li>• Support services are provided in a professional manner</li> <li>• Urgent issues are brought to attention</li> <li>• The confidentiality of the office is always maintained.</li> <li>• All relevant information is provided to the Commissioner prior to meetings and events</li> <li>• Maintain/produce accurate information</li> <li>• Meet deadlines of the Commissioner.</li> <li>• Maintains confidentiality.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Responsible and accountable for adhering to the requirements of the <i>WHS Act 2012</i>; relevant WHS Regulations 2012; the <i>Equal Opportunity Act 1984</i>; the <i>PS Act 2009</i>; the Code of Ethics for Public Sector employees; the principles of diversity; and the Department's policies and procedures.</li> <li>• Keep accurate and complete records of business activities in accordance with the State Records Act 1997.</li> </ul>	<ul style="list-style-type: none"> <li>• Active participation and contribution in responsible and safe work practices.</li> <li>• Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department;</li> <li>• Documents and correspondence filed according to <i>States Records Act 1997</i>.</li> </ul>
<b>Contribute to Culture</b>	<ul style="list-style-type: none"> <li>• Display constructive behaviours in line with AGD's people expectations of self-awareness, building trust, and building teams.</li> <li>• Seek feedback and review personal performance.</li> <li>• Develop effective working relationships, be approachable and work cooperatively with others to achieve outcomes.</li> <li>• Communicate proactively and prioritise workload effectively, asking for guidance and negotiating deadlines where appropriate.</li> <li>• Identify and undertake personal professional development.</li> <li>• Actively participate and contribute to responsible and safe work practices.</li> <li>• Embrace diversity and cultural differences in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback on performance from peers and leaders is positive.</li> <li>• Priorities are effectively communicated and negotiated.</li> <li>• Personal development is undertaken.</li> <li>• Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered.</li> <li>• Respectful behaviour observed when faced with diversity/differences in opinion.</li> </ul>



**Capabilities relevant to the role  
(Qualifications, Skills, Knowledge and Experience)**

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to communicate effectively both orally and in writing.</li> <li>• Demonstrated ability to determine priorities and meet deadlines while working with demanding workloads and/or large volumes of work.</li> <li>• Experience in working in an executive office environment.</li> <li>• High level of professionalism with the ability to use tact and discretion in dealing with management, staff and clients.</li> <li>• Ability to maintain confidentiality and deal with duties that may be considered to be sensitive, complex and/or critical in nature.</li> <li>• Demonstrated ability to provide excellent customer service.</li> <li>• Ability to work with limited supervision and as part of a team.</li> <li>• Ability to self-motivate, use initiative and maintain a reliable level of performance.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience in the use of Microsoft Office suite.</li> <li>• Knowledge of records management systems.</li> <li>• An understanding of office systems/procedures.</li> <li>• Experience in the provision of clerical and administrative support services.</li> </ul>

**Behavioural Capabilities and AGD People Expectations**

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are expected to behave in accordance with the AGD People Expectations of being self-aware, building trust and building teams. Descriptors below detail the behavioural capabilities required for performance in the *Corporate Support Officer* 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.

	<b>Strategic Focus</b>	<b>Results Orientation</b>	<b>Service Delivery Excellence</b>	<b>Relationship Management</b>	<b>Professional Approach and Drive</b>
<b>Strategic</b>	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
<b>Tactical</b>	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
<b>Operational</b>	Supports Strategic Direction	<b>Achieves and Monitors Own Results</b>	<b>Supports Service Delivery Excellence</b>	Fosters Working Relationships	Supports Personal Drive and Professionalism
<b>Foundational</b>	<b>Understands the Strategic Direction</b>	Achieves Individual Results	Contributes to Service Delivery Excellence	<b>Maintains Working Relationships</b>	<b>Demonstrates Personal Drive and Professionalism</b>

<b>Element</b>	<b>Behaviours</b>
<b>Understands the Strategic Direction</b>	<ul style="list-style-type: none"> <li>• Knows how own work contributes to goals and plans</li> <li>• Recognises how own work impacts others</li> <li>• Identifies risks within own work practices</li> <li>• Contributes to business planning</li> <li>• Is flexible to changing priorities</li> <li>• <b>Is open to change and new approaches</b></li> </ul>
<b>Achieves and Monitors Own Results</b>	<ul style="list-style-type: none"> <li>• Sets and communicates clear expectations around quality of work and timeframes</li> <li>• Monitors progress towards achieving outcomes</li> <li>• <b>Takes responsibility for the delivery of quality and timely results</b></li> <li>• Critically evaluates issues and ensures solutions are practical and achievable</li> <li>• Prioritises workload effectively and negotiates deadlines where appropriate</li> <li>• Measures performance and acts on opportunities for continuous improvement</li> </ul>



<p><b>Supports Service Delivery Excellence</b></p>	<ul style="list-style-type: none"> <li>• Identifies and raises awareness of trends, potential problems and opportunities</li> <li>• Uses capability and expertise of the workgroup to achieve outcomes</li> <li>• <b>Identifies and delivers high quality internal and external customer service</b></li> <li>• Utilises available internal and external resources for optimal outcomes.</li> <li>• Contributes to a culture of financial responsibility, accountability and awareness</li> <li>• Translates performance requirements into achievable outcomes.</li> <li>• Effectively manages their own performance, managing (or influencing) the wider team performance</li> <li>• Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role.</li> </ul>
<p><b>Maintains Working Relationships</b></p>	<ul style="list-style-type: none"> <li>• Seeks ways to resolve conflict and escalates when appropriate</li> <li>• Actively seeks relevant information and views from others</li> <li>• <b>Develops effective working relationships</b></li> <li>• Shares information and knowledge seeking approval where necessary</li> <li>• Is aware of the situation and audience in work environment</li> <li>• Works cooperatively with others to achieve work outcomes</li> <li>• Listens attentively and communicates clearly</li> </ul>
<p><b>Demonstrates Personal Drive and Professionalism</b></p>	<ul style="list-style-type: none"> <li>• Contributes to a culture of respect and high ethical standards</li> <li>• Respects diversity</li> <li>• Appropriately expresses own views and is respectful of the views of others</li> <li>• Identifies risks and takes appropriate action</li> <li>• Maintains strict confidentiality of information</li> <li>• Remains positive and recovers quickly from setbacks</li> <li>• Accepts change constructively</li> <li>• <b>Pro-actively seeks to develop skills and knowledge</b></li> <li>• Receptive to feedback and uses to improve performance</li> <li>• Looks after own wellbeing and raises concerns where necessary</li> </ul>

