

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Business Support Officer

Division: National Parks and Public Lands

Classification Level: ASO2

Branch/Unit: Office of the Executive Director

CHRIS Position Number: Various

Reports to (Title): Business Support Team Leader

About the Agency – [Department for Environment and Water](#)

About the Role

The Business Support Officer provides high quality administrative and customer support services and advice that contributes to the efficient and effective operation of the Park Operations and Community Partnerships Branch.

Key Role Outcomes

- External customers are provided with professional, prompt, and high-quality support via front counter, email, and telephone for matters related to National Parks and Public Lands.
- Branch employees receive a range of high quality administrative support services and advice, consistent with procedures and requirements.
- Collaborative relationships are established and maintained with key internal and external stakeholders.
- Branch WHS Committees are supported with efficient executive support services, including preparation of agendas and taking of minutes and actions.
- The Business Support Team Leader is supported in the continuous review and streamlining of administrative functions and procedures which assist in the delivery of efficient and effective services.

Essential Criteria (including qualifications)

- Ability to prioritise and manage fluctuating workloads.
- Communicates early with their manager if there are circumstances that will prevent them from meeting deadlines.
- Demonstrates ability to work under general direction.
- Is aware of acts, regulations, policies and other guidelines and systems that might be needed in the resolution of problems.
- Uses initiative and past experiences to approach problems and provide options to their manager for resolving the issue.
- Displays the ability to use relevant systems/software applications and information systems to effectively perform administrative and customer service functions including Microsoft Office, records management, and receipting/banking.

- Open to new ways of working and to learning more about the continuous improvement systems for effective office management and customer service.
 - Understands responsibilities of work area and those of customers.
 - Is able to relate confidently to people at all levels in an organisation and work with networks to get things done.
 - A current class “C” driver’s licence and willingness to drive is essential.
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Desirable Criteria

- An appropriate qualification in Business Administration or similar.
 - Experience with receipting cash and other forms of revenue.
 - Basic knowledge of South Australian National Parks.
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Key Relationships/Interactions

- Works collaboratively with members of the Business Support Team, as well as the Park Operations and Community Partnerships Branch managers and employees.
 - Liaises with the general public, including landholders and tourists.
 - Liaises with other DEW employees, including within the Office of the Executive Director of National Parks and Public Lands and areas of the Corporate, Heritage and Climate Action Division.
 - Liaises with regional employees in other government agencies.
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Special Conditions

- This role is located at one of the National Parks and Public Lands Regional offices.
- Prior to being employed, the successful candidate will be required to provide a valid Nationally Coordinated Criminal History Check (NCCHC), which is required to be renewed every three years. DEW will cover the cost of renewal.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia without restrictions.
- Will be required to participate in responses to state emergencies or associated duties.
- May be required to undertake inter and intrastate travel, including travel in light aircraft.
- Occasional overnight absences, and work outside of the normal hours of work may be required.
- Wearing a company uniform during working hours and/or when representing the department is mandatory.
- A current First Aid Certificate may be required.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	<ul style="list-style-type: none"> • Creating Vision and Direction • Thinking and Acting Strategically 	<ul style="list-style-type: none"> • Understands the Agency's direction and communicates this to colleagues and clients. • Provides input to the workgroup's shared vision. • Seeks help to differentiate between essential and important activities versus non-essential. • Knows the reasoning behind key policies, practice and procedures.
Achieves Results	<ul style="list-style-type: none"> • Delivering Effective Outcomes • Assuming Accountability 	<ul style="list-style-type: none"> • Is clear about the priorities for the role and completes tasks within agreed timeframes and standards. • Works with Line Manager to solve problems and overcome challenges. • Willingly accepts responsibility for own work. • Establishes own credibility by demonstrating personal and technical competence.
Drives Business Excellence	<ul style="list-style-type: none"> • Optimising Performance • Promoting Customer Service 	<ul style="list-style-type: none"> • Works collaboratively with team members to achieve set goals. • Works effectively at the front line with a diverse customer base, including Aboriginal communities. • Seeks to understand the requirements of diverse customers.
Forges Relationships and Engages Others	<ul style="list-style-type: none"> • Establishing and Maintaining Networks • Communicating and Managing Conflict 	<ul style="list-style-type: none"> • Readily responds to requests for information and follows through on undertakings. • Maintains composure and a friendly demeanour in dealing with others.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> • Displaying Flexibility and Resilience 	<ul style="list-style-type: none"> • Is able to switch tasks quickly. • Embraces new learning that may be required to adapt successfully to changes in the job role.

Work Health and Safety

Follow workplace safety procedures

- Accepts responsibility for own and other's safety.
- Identifies and reports hazards and incidents.
- Understands and applies safe work practices.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).

- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department’s Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people and act in accordance with the Child Safe Environment Policy and Procedure at all times.

Original Date classified:	12/04/2021	Original Class method:	Full classification
Updated:	RD update only	Date this version approved by delegate:	AE – 4/08/2025

APPROVED