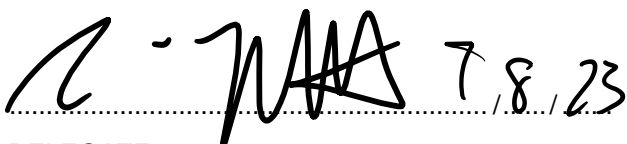


Job and Person Specification

Title of Role:	Business Services Officer	Remuneration Level:	ASO3
Section:	Business Services	Type of Appointment:	Ongoing
Business Unit:	SafeWork SA	Position Number:	P26545

Job and Person Specification Approval

A handwritten signature in black ink, followed by the date 7/8/23.

DELEGATE

Attorney Generals Department

At the Attorney Generals Department, we work together to support the prosperity and wellbeing of all South Australians.

Our objectives are:

- Trust and empower our skilled, diverse, flexible and committed people.
- Promote sustainable state finances.
- Support responsible budget and financial management.
- Deliver timely high quality services.
- Collaborate to deliver high quality advice on economic, social and environmental issues.

The Attorney Generals Department actively promotes flexible working arrangements and values diversity in the workplace.

SafeWork SA

SafeWork SA (SWSA) is responsible for providing work, health and safety, public safety and state-based industrial relations services across South Australia. As a regulator, Investigators and Inspectors ensure work, health and safety, and public safety standards are met and appropriate action is taken when breaches of laws are detected.

SafeWork SA Values

- Professionalism
- Respect
- Integrity
- Service



Primary Purpose

Responsible for the day-to-day management of SafeWork SA's fleet, including purchase and disposal; assist in facilities management activities; coordinate the purchase of mobile phones; and delivery of high quality and timely support services in SafeWork SA.

Reporting Relationships

- Reports to: Team Leader, Administrative Services

Key Relationships/Interactions

- Business Services staff
- SafeWork SA Executive, Team Managers and Staff
- Designated Fleet SA and LeasePlan officers
- Service providers, building managers, maintenance personnel, and contractors

Key Challenges

- Managing high volume and competing priorities to address staff issues in relation to vehicles and facilities.

Special Employment Conditions

- Engagement in this role is subject to a satisfactory Department of Human Services General Employment Probity Check. A renewal will be required every three years
- May be required at times to be an after-hours contact person for maintenance and security matters
- Current driver's licence

AGD Conditions

- Participation in bi-annual 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 General Employment probity Screening Clearances that the AGD finds Satisfactory.
- Some out of hours work may be required. Intrastate and interstate travel may be required
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.



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 Hours
- Work from home or telework arrangements
- Remote working 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 Business Services Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Manage SafeWork SA's Fleet	<ul style="list-style-type: none"> • Issue of service due reports (each month) and replacement due reports (each fortnight) to team managers • Liaise with Lease plan in relation to new, replacement, or return vehicles • Maintain central pool for SafeWork SA • Coordinate the FBT Log Book monthly returns being sent from vehicle users to FBSU, and record vehicle usage data in spreadsheet on a monthly basis and then send spreadsheet to Shared Services annually at March end. 	<ul style="list-style-type: none"> • Timely issue of monthly service reports and fortnightly replacement reports by 10th working day • Completion of Fringe Benefit Tax (FBT) Log Book spreadsheet each month by 10th working day • Annual submission of FBT Log Book spreadsheet to Shared Services by April deadline • Effective and timely liaison with LeasePlan
Facilities Management	<ul style="list-style-type: none"> • Review annual preventative maintenance schedules to ensure optimal coverage • Ensure breakdown maintenance is carried out in a timely fashion <ul style="list-style-type: none"> - arrange through DPTI Building Maintenance for SWSA fit-out - arrange through World Park Building Manager if not SWSA fit-out • Maintenance of off-site storage 	<ul style="list-style-type: none"> • Monitor progress of preventative maintenance to ensure completion • Submit timely requests to Panaroma for fit-out breakdown maintenance and monitor job progress • Arrange breakdown maintenance for non-fit-out with World Park Building Manager in a timely manner, and monitor job progress • Timely arrangement/completion of facilities related projects and off-site storage



	<ul style="list-style-type: none"> • Delivery of facilities related projects according to schedule 	
Mobile Phones	<ul style="list-style-type: none"> • Arrange purchases for specialised equipment as well as service changes for all equipment • Arrange for disposal of equipment 	<ul style="list-style-type: none"> • Service changes for equipment are processed promptly • Purchases and disposals of equipment are arranged promptly
Support Services	<ul style="list-style-type: none"> • Manage stationery and kitchen supplies including ad hoc stationery requirements • Payment of invoices for Telstra, Winc, LeasePlan, storage, Fleet SA car parking, building maintenance • Manage security cards • Manage the uniforms register • Develop/assist with the SOPs/policies regarding all aspects of this role 	<ul style="list-style-type: none"> • Effective monitoring of stationery and kitchen supplies • Payment of invoices within terms • Ensure efficient issue/return of security cards and maintenance of appropriate levels • Ensure timely/efficient management of uniform register and forms • Complete all relevant documentations in a timely manner (for eg completion of SWSA committee/group minutes).
Contribute to Culture	<ul style="list-style-type: none"> • Actively participate and contribute to responsible and safe work practices; • Embrace diversity and cultural differences in the workplace. • Contributing to the promotion and implementation of Public Sector Principles and Practices and in particular Equal Opportunity, Work Health and Safety by adhering to the provisions of various Acts and associated legislation. 	<ul style="list-style-type: none"> • Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered; • Respectful behaviour observed when faced with diversity/differences in opinion. • Individual differences are encouraged and accommodated in the workplace.



Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	<ul style="list-style-type: none">• Knowledge and experience in Government administration and processes, in particular fleet management, facilities management and records management, human resources and administrative processes• Proven ability to apply effective communication and interpersonal skills to negotiate and liaise effectively (both verbally and in writing) with internal and external clients and to provide a high level of customer service• Demonstrated high level of organisational skills including the ability to exercise sound judgement, work under pressure and set and meet deadlines to achieve objectives whilst maintaining high levels of work quality• Knowledge of Government procurement policies and procedures• Demonstrated high level of integrity when dealing with matters of a confidential and sensitive nature.• Proven ability to work independently and as a member of a team• An awareness of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.• An understanding of the legislative requirements of the Work Health and Safety Act 2012.• An awareness of and ability to work to the spirit and principles of AS/NZS ISO 31000 Risk Management.
Technical Expertise (Desirable)	<ul style="list-style-type: none">• Knowledge of SafeWork SA's role, structure, and service functions• Demonstrated knowledge and experience applying health promotion principles and practice, particularly in the work health, safety and wellbeing spheres.



Behavioural Capabilities

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

Descriptors below detail the behavioural capabilities required for performance in the role of Business Services 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.

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



Element	Behaviours
Strategic Focus (Foundational)	<ul style="list-style-type: none"> • Knows how own work contributes to goals and plans • Recognises how own work impacts on others • Identifies risks within own work practices • Is flexible to changing priorities • Is open to change and new approaches
Results Orientation (Foundational)	<ul style="list-style-type: none"> • Ensures progress is communicated with manager/supervisor • Follows due process to achieve outcomes • Identifies solutions which are practical and achievable • Delivers results by agreed timeframes • Pays attention to detail to ensure quality results • Actively contributes to continuous improvement
Service Delivery Excellence (Operational)	<ul style="list-style-type: none"> • Utilises available internal and external resources for optimal outcomes • Identifies and raises awareness of trends, potential problems and opportunities • Adheres to performance requirements to achieve outcomes • Delivers high quality internal and external customer service • Accesses appropriate resources to achieve outcomes.
Relationship Management (Operational)	<ul style="list-style-type: none"> • Develops effective working relationships and internal networks • Negotiates as necessary to achieve outcomes • Listens attentively and communicates clearly • Shares information and knowledge seeking approval where necessary • Works cooperatively with others to achieve work outcomes
Professional Approach and Drive (Foundational)	<ul style="list-style-type: none"> • Identifies risks and takes appropriate action • Maintains strict confidentiality of information • Remains positive and recovers quickly from setbacks • Accepts change constructively • Pro-actively seeks to develop skills and knowledge • Receptive to feedback and uses to improve performance • Looks after own wellbeing and raises concerns where necessary

Acknowledged by
occupant

..... / /
(Print name) (Signature)

Acknowledged by
line manager

..... / /
(Print name) (Signature & title)

