



SA COUNTRY FIRE SERVICE Role Description

JOB TITLE: Casual Administrative Officer CLASS: ASO2 ROLE NO: P29603 DATE: 15th June 2026	ORGANISATION: South Australian Country Fire Service (SACFS) SECTION: Business Services & Governance TEAM: Business Services
This Role Reports to: <ul style="list-style-type: none"> • Professionally to the Business Services Officer SHQ • Reporting lines vary pending engagement. 	Reporting to this Role: <ul style="list-style-type: none"> • Nil
Primary Purpose of Role <ul style="list-style-type: none"> • Provide a comprehensive, professional, and efficient business, administrative, human resources, and clerical support service to business unit. • Contribute to the development, coordination, and maintenance of an effective, administration, document, file, and records management system. • Provide a high-quality reception service to volunteers, staff, and members of the public and other agencies on a broad range of activities • Deliver high quality customer service demonstrating a customer-centred approach to delivery. • Provision of effective and efficient support to volunteers, staff and external stakeholders in accessing resources and information. • Undertake a range of administrative and support service functions that support the key deliverables of SACFS business operations, including providing flexible support across the agency and meeting performance indicators as required. • Ensuring that SACFS data is accurately entered, securely stored, complies with relevant legislative, policy and standards. • Demonstrate and encourage the values of trust, honesty and respect which build and sustain a 'One Team' agency culture. • Assist in the delivery of outcomes for SACFS and its business units/teams and Regions. • Contribute to continuous improvement of business, administrative and support processes and procedures. 	
Outcomes <ul style="list-style-type: none"> • The service provision and the activities of SACFS are professional, customer focused, and effectively and ethically conducted. • Correspondence, communication, and documentation within CFS and to external parties is of a highly professional, accurate and quality standard. • Agency, Regional and Volunteer business and administrative requirements are met, as appropriate, through the provision of administrative, business and clerical support services, assistance and/or coordination. • Information is accurately entered, stored, and managed to enable effective evidence-based decision making. • Customers are provided with a professional, positive, and proficient Service. • Records Management system, processes and practices are managed and maintained, and in compliance with any legislative or policy requirements. • Workplace relations reflect a positive, proactive, and cohesive culture. • Customer requests are managed in a courteous, professional, and confidential manner and information is accurate and managed in accordance with Freedom of Information and Privacy principles and processes. • Contribute to compliance with best practice, agency and SA Government legislative requirements and ensure a safe and health work environment. • Positive and productive working relationships are established and maintained with other business units, internal and external customers of the agency. • Staff development and training programs are actively undertaken. • Effective, professional, and efficient administrative support is provided to the business unit, team and/or region. • SACFS maintains a high standard of administrative officers available to provide support to SACFS where required. • Daily tasks are consistent with and comply with relevant legislation, policies, guidelines, procedures and standards. 	

<p>Resource Management</p> <ul style="list-style-type: none"> • Nil 	<p>Essential Attributes (Knowledge/Skills/Experience Requirements)</p> <ul style="list-style-type: none"> • Demonstrated ability to work co-operatively, communicate and negotiate effectively and concisely with a diverse range of people in a multidisciplinary environment. • High degree of commitment and ability to always maintain confidentiality and integrity. • Ability to prioritise and produce quality work under pressure with limited supervision and be able to work cooperatively and successfully in a team • High level of experience and knowledge across the suite of Microsoft Office applications • Sound knowledge of records management • Experience in coordinating and arranging meetings, travel, diaries, and events. • Experience in the delivery of high-level customer service and commitment to personal development and improvement. • Demonstrated positive outlook and drive. • Ability to successfully adapt and positively contribute to improvement in an environment of continuous change.
<p>Desirable Attributes</p> <ul style="list-style-type: none"> • Experience in the delivery of administrative and support services within an emergency service. • Understanding and appreciation of emergency services, structures, policies, and procedures. • Experience and proficient in the use of SA Government computer systems and applications (Basware, Masterpiece, CHRIS, EMERALD). • Experience working within a volunteer lead organisation. <p>Desirable Qualifications</p> <ul style="list-style-type: none"> • Willingness to undertake studies and training in emergency management and/or business administration 	<p>Essential Qualifications</p> <ul style="list-style-type: none"> • Nil
<p>Key Relationships/Interactions</p> <p>Internal:</p> <ul style="list-style-type: none"> • Works closely with Managers, leaders and Regional Commanders for business and administrative matters • May be required to participate in meetings, as directed or required. <p>External:</p> <ul style="list-style-type: none"> • May be required to liaise with SAFECOM, other emergency service agencies, Government agencies, private sector organisations, and external stakeholders on behalf of SACFS • The public 	<p>Key Challenges</p> <ul style="list-style-type: none"> • Managing multiple tasks, under pressure and to tight time constraints and meeting deadlines and managing demanding work requirements in a complex environment. • Assisting in coordination and development of functions to support high functioning committees such as processes and procedures. • Maintaining a contemporary knowledge of administrative procedures of SACFS systems of work, SACFS programs, structures and service functions, and relevant legislation • Operating in an emergency operations context

EMPLOYMENT CONDITIONS

Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017*, the *S.A. Public Sector Salaried Employees Interim Award*, *The SACFS Staff Terms and Conditions Clause 3 Arrangement* and any other applicable legislation. The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

PERFORMANCE DEVELOPMENT

The incumbent will be required to participate in the Agency's Performance Review and Development Program which will include a regular review of the incumbents' performance against responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SACFS Values and strategic directions.

HANDLING OF OFFICIAL INFORMATION

- By virtue of their duties, SACFS employees frequently access, otherwise deal with, and/or are aware of information that needs to be treated as confidential.
- SACFS employees will not misuse information gained in their official capacity.
- SACFS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy or lawful and reasonable direction.

WORK, HEALTH AND SAFETY(WHS)/EQUAL EMPLOYMENT OPPORTUNITY (EEO)

The incumbent is responsible and accountable for working in an equitable manner and taking reasonable care to protect his/her own health, safety and welfare and avoiding adversely affecting the health and safety of others at work by complying with WHS and EEO policies, practices and legislation.

Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.

GENERAL REQUIREMENTS

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance, or early return to work of employees with work related injury / illness.
- Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).
- Disability Discrimination.
- *Independent Commissioner Against Corruption Act 2012 (SA)*.
- *Public Interest Disclosure Act 2019 (SA)*.
- Information Privacy Principles Instruction.
- Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Fire and Emergency Services Act and Regulations
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

- All employees required to complete timesheets must forward their timesheet to their line manager, within two weeks from the period worked, to enable their manager to authorise that this is a true and accurate record of hours worked by the employee

SA COUNTRY FIRE SERVICE

The SA Country Fire Service is a community-based fire and emergency service dedicated to protecting life, property and environmental assets in rural and semi-urban South Australia. SACFS is a statutory authority reporting to the Minister for Emergency Services. The SACFS consists of approximately 13,500 volunteers and 200 career staff.

SACFS Values

Our shared values confirm our common mission by promoting an agency climate where SA Community needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff.

SACFS strives to be the 'Employer of Choice', which reflects the diversity of our community through the recruitment and retention of a diverse range of people.

These values guide our decisions and actions.

- Mutual Respect
- Adaptability and Resourcefulness
- One Team, Many Players, One Purpose
- Integrity and Trust
- Support, Friendship and Camaraderie
- Community and Our Environment
- Knowledge and Learning
- Safety
- Teamwork

CUSTOMER SERVICE

The incumbent will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.

SPECIAL CONDITIONS

- There is a requirement for the incumbent in this role to be rostered to work on Saturday, Sundays, and Public Holidays in accordance with SACFS organisational requirements. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remuneration will be in accordance with the provisions contained within the South Australian Modern Public Sector Enterprise Agreement: Salaried 2017 and the S.A. Public Sector Salaried Employees Interim Award.
- As part of employment within the SACFS the incumbent will be required to perform operational duties during emergency situations. When undertaking operational duties, the incumbent may be rostered to work on Saturday, Sundays and Public Holidays. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remunerated in accordance with the provisions contained within the South Australian Modern Public Sector Enterprise Agreement: Salaried 2017 and the S.A. Public Sector Salaried Employees Interim Award.
- The incumbent may be approved to work 'Voluntary Flexible Working Arrangements'.
- Frequent out of hours work may be required. Intrastate travel necessitating overnight stays may be required.
- A current driver's licence and willingness to drive is essential.
- As approved by line management, may be requested to undertake operational support duties at the same remuneration level were identified as suitably trained.

CODE OF ETHICS

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public sector employees:

- **Democratic Values** – helping the government, under the law to serve the people of South Australia;
- **Service, Respect and Courtesy** – Serving and people of South Australia;
- **Honesty and Integrity** – Acting at all times in such a way as to uphold public trust;
- **Accountability** – Holding ourselves accountable for everything we do;
- **Professional Conduct Standards** – Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

DIVERSITY AND INCLUSION

SACFS is committed to creating and maintaining a fair, inclusive and diverse working environment that values and utilises the contributions of all. SACFS acknowledges and supports inclusion to the extent to which the diverse mix of people are valued, respected, connected, progressing and contributing to success.

ROLE DESCRIPTION APPROVAL

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name

Role title

Signature

Date

INCUMBENT ROLE ACCEPTANCE

I have read and understand the responsibilities associated with the role, the responsibilities and agency context and the values of SACFS as described within this document.

Name

Signature

Date