



ASO3 Service Coordination Assistant Governance & Capability Service

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Governance and Capability Service supports the Commissioner of Police in the discharge of his responsibility to control and manage SA Police by ensuring SAPOL has appropriate governance and capability to discharge its statutory charter, other government obligations and meet community expectations. The Service leads in supporting strategic thinking, determining strategic objectives, and fulfilling the organisation's vision and values in driving SAPOL performance.

The Service is responsible for anticipating and responding to, the demand for policing services, improving access to and the use of information; performance reporting to the SAPOL executive, government, and the public; driving performance policy and strategy development; supporting legislative reform and identifying and addressing emerging issues.

The Service Coordination Assistant is accountable to the Governance and Capability Service Chief Superintendent (Coordinator), for the provision of high level, effective and efficient

Service

Integrity

Leadership

Collaboration

Courage

Respect



confidential administrative and research support services, thereby contributing to the achievement of overall Service objectives.

The Service Coordination Assistant's role is to manage the office of the Service Coordinator and provide administrative support to staff working within the area of responsibility of the Service Chief Superintendent.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Adelaide CBD
Qualifications	N/A.
Out of Hours Work	Some out of hours work may be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL's iEngage program.

Reporting / Working Relationships

The Service Coordination Assistant reports to the Governance and Capability Service Coordinator on a day-to-day basis. The Service Coordination Assistant works closely with Managers and Officers within the Service, executive assistants, police and administrative personnel within SAPOL, and stakeholders from outside government agencies and non-government agencies.

KEY OUTCOMES

- Manage the day-to-day requirements of the Office of the Governance and Capability Service Coordinator in a professional, courteous and efficient manner, ensuring workflows are prioritised and urgent matters are dealt with accordingly.
- Manage workloads to relieve the Service Coordinator of enquiries, issues, correspondence and requests for information, by either handling them or redirecting them to appropriate members within or outside the Service.
- Receive, evaluate, address, and monitor correspondence and corporate files on behalf of the Service Coordinator including MLO, ESS, and ANZPAA, and ensure due dates are monitored and met, and confidentiality maintained.
- Anticipate and proactively safeguard the Service Coordinator's time through managing their calendar in relation to meetings, commitments and external engagements. This includes vetting telephone calls and visitors to the office, to ensure the Service Coordinator's workload is managed and achievable.

- Efficiently and diligently respond to a range of matters through contemporary information provisions to assist the Service Coordinator in the decision-making process.
- Proofread and edit responses, advice, reports, briefing papers, letters and parliamentary briefing notes, and if necessary, return same to submitting member/s for further work, amendment and/or correction.
- Work collaboratively with a range of members throughout the organisation including Service managers, to meet deadlines and provide an effective client experience within the Service.
- Ensure efficient and effective information and communication flow between the Service Coordinator, Assistant Commissioner, Governance and Capability Service and the offices of other Executive members.
- Responsible for arranging intra and interstate travel for members of Governance and Capability Service Executives, including the preparation of itineraries for the Service Coordinator and Assistant Commissioner, Governance and Capability Service, when required.
- Take initiative in the collation, preparation, and presentation of information for consideration by the Service Coordinator, including reviewing matters for compliance, formatting, corporate style, spelling and grammar.
- Provide executive end to end meeting support and arrangement, including agenda and document preparation and distribution, minute taking and management of meeting actions, including SAPOL Service meetings of a highly confidential nature regarding probity.
- Effective and accurate use of the organisations systems to support the Service Coordinator, including electronic document records management system (TRIM), HR and CHRIS21, Basware and ANZ Purchase Management.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Demonstrated ability to communicate, both verbally and in writing to a wide range of audiences, including the Executive Leadership Team and their staff.
- Demonstrated high degree of organisational and time management skills.
- Demonstrated ability to analyse problems and provide effective solutions.
- Demonstrated ability to prioritise work and meet agreed deadlines, with the ability to re evaluate deadlines and the confidence to negotiate unachievable deadlines due to unexpected events.
- Demonstrated ability to work independently and as a member of a small team, and be friendly, approachable and helpful at all times, in order to achieve objectives.
- Possess a high level of personal integrity, credibility and maintain confidentiality at all times.
- Demonstrated ability to provide a range of client centred services, particularly clients who may have high-level, sensitive and confidential requirements, whilst deploying effective interpersonal skills.
- Knowledge of the principles of equity and diversity requirements.

- Knowledge, commitment to and modelling of ethical behaviour and practice, consistent with the organisations standards and with the South Australian Public Sector Code of Ethics.
- Demonstrated sound knowledge and commitment to work health and safety legislation, principles and practices, and risk assessment, in accordance with the Work Health and Safety Act 2012, Regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.

Desirable Characteristics

- Demonstrated ability to manage conflict and negotiate suitable outcomes.
- Demonstrated ability to work professionally in an executive and high-pressure environment.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- 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*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.