



# Role Description

<b>Role title:</b>	<b>Classification:</b>
Business Support Officer	ASO4
<b>Division/Business unit:</b>	<b>Reports to:</b>
Women's Equality and Domestic, Family and Sexual Violence (DFSV) System Reform / Office for Women	Business Manager

<b>Role purpose:</b>
<p>The Business Support Officer is a role within the Office for Women and is accountable to the Business Manager for:</p> <ul style="list-style-type: none"> <li>• Providing a range of administrative support services in the areas of human resources, finance, records management and procurement, which contribute to the efficient and effective operation of the Office for Women.</li> <li>• Coordinating briefings and ministerial responses for Ministers and the Executive team, including providing timely advice on the various briefing processes to be utilised and the appropriate recording and monitoring of responses.</li> <li>• Supporting the development and implementation of various policy and strategy initiatives including undertaking data collection, research, finance and preparing reports or correspondence.</li> </ul>

<b>Key outcomes and accountabilities:</b>
<ol style="list-style-type: none"> <li>1. Provide specialist business planning and analysis services including continuous improvement in financial, workforce management, procurement and other business support functions.</li> <li>2. Maintain timelines and provide regular program reports and updates, coordinate briefing activities and other relevant correspondence as required.</li> <li>3. Undertake general administrative duties to support the management of program delivery and team operations including the efficient processing of accounts payable and receivable, issuing cab charges, equipment purchases and managing staff reimbursements and travel.</li> <li>4. Provide support in budget and financial management including data collection and analysis and conducting expenditure reports and financial audits.</li> <li>5. Support the management of human resources processes and documentation including preparing staff contracts, coordinating recruitment and processing payroll documentation.</li> <li>6. Maintain project management and administration records, databases, processes and systems with a high degree of accuracy to ensure data and information is fit for purpose.</li> <li>7. Develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communication services in response to confidential, sensitive and urgent matters.</li> </ol> <p><i>Note:</i> Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.</p>

**Special conditions:**

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- Some out of hours work may be required.

**Key Relationships/Interactions:**

- Business Manager, Office for Women (line manager)
- Business Administration team, Office for Women
- Leadership team, Office for Women
- Office for Women staff and volunteers
- Women's Equality and DFSV System Reform division
- Office of the Chief Executive including the Deputy Chief Executive's office
- Internal stakeholders including BIT, Finance, HR, and Recruitment

**Budget/Delegations:**

No budget or delegations accountabilities for this role.

**DHS expectations and values: (Organisational contribution)**

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

**Role specific capabilities: (Skills, experience, knowledge, attributes)**

1. **Administration Experience** – Proven ability to manage, plan and provide quality administrative services including the management of financial, human resources and procurement activities in an evolving, fast paced environment.
2. **Budget and Data** – Demonstrated experience in generating expenditure reports and assisting with data collection, auditing and data analysis.
3. **Human Resources** – Experience in providing human resources administrative support, including coordinating recruitment processes and initiating staff contracts.
4. **Communication** – High level verbal and written communication skills with the ability to convey information and concepts to a range of internal and external stakeholders.

5. **Accountability and Decision Making** – Take responsibility for and demonstrate justifiable reasons for actions and decisions, evaluating all available information and acting in line with organisational policy and values.
6. **Networking** – Ability to develop and maintain constructive and effective working relationships which foster the trust and cooperation of a wide cross section of key stakeholders within the department and externally.
7. **Autonomy** - Ability to work autonomously, manage high volumes of work, use initiative, organise priorities and assessing the urgency of tasks and meeting deadlines.

**Qualifications:**

Not applicable.

**Key leadership competencies and expected behaviours at this classification:**

**Supports and implements strategic direction**

- Understands the big picture and contributes to the development of strategic direction for the BU.
- Assumes ownership of team goals and business objectives.
- Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- Identifies and analyses complex problems relating to the team’s work objectives.

**Achieves and monitors own results**

- Delivers results and improvements to meet team objectives.
- Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- Abides by the laws, regulations and policies determining team and individual role activities.
- Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- Monitors team/project performance and seeks feedback to guide improvements.
- Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

**Enhances service delivery excellence**

- Adds value to the BU by setting, reaching and encouraging high performance standards.
- Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- Provides others with ongoing feedback and coaching for development.
- Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- Embeds a strong customer service ethos by understanding needs.
- Effectively manages resources to meet competing and complex demands.

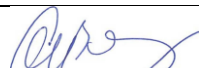
**Cultivates productive working relationships**

- Seeks to understand the perspectives of others and the implication in the wider public sector.
- Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- Engages in strategic relationships with internal and external stakeholders.
- Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

**Exhibits personal drive and professionalism**

- Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

**Approval:**

<b>Assessed by:</b> Claudia Dalle-Nogare, HR Business Partner		Date: 16/06/2026
<b>Approved by:</b> Cassie Bouyer-Sanderson, Director Office for Women		Date: 16/06/2026