



## Role Statement

**Position title:** Business Support Officer

**Position no:** Various

**Classification:** ASO3

**Review date:** May 2026

**Directorate:** Office of the Chief Executive

**Business unit:** Various

### About us

Our department's primary objective is the delivery of homes and housing options for South Australians. In response to the national housing crisis, we are committed to accelerating the build of a diverse range of housing options. We strive to find solutions to the urgent demand for housing security.

Our mission focuses on coordinating various portfolios related to housing, housing infrastructure, urban development, and planning. By ensuring sound decisions and efficient management, we strive to create sustainable, well-planned communities offering safe and affordable housing options.

Join us in our endeavour to address one of the most pressing challenges of our time and make a tangible difference in the lives of our community.

**OUR VALUES:** Professionalism | Service | Respect | Courage and Tenacity | Collaboration and engagement | Trust | Sustainability | Honesty and Integrity |

## About this role

The Business Support Officer (BSO) is responsible for the provision of high quality, professional, confidential and responsive executive support and administrative services to their relevant Manager/Director/Team within the Department.

The BSO is required to work in a high demand, fast paced environment and be capable of juggling multiple priorities and business deliverables at any given time across the directorate.

## Who will you work with

- Reports to Office Manager / Relevant Manager
- Leadership Teams
- Office of the Chief Executive
- Internal DHUD staff
- Key external stakeholders

## Conditions

- Some out of hours' work may be required.
- Some intra state, international and interstate travel may be required.
- Required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.
- Compliance with Government legislation, Code of Ethics for the SA Public Sector, Departmental policies and procedures, including information management, WHS and injury management, risk management, and the access / equity / diversity strategies of the public sector.
- Required to obtain a National Police Check prior to employment. A renewal will be required every 3 years.

## What you will do

### Key responsibilities

#### Executive Support

### Specified duties

- Ensure professional, responsive, and effective services are provided to the Director/Manager, including:
  - Diary management
  - Inbox management
- Attend to and monitor incoming enquiries by telephone, email and letter
- Undertake research as required.
- Assist with the collation and coordination of briefings and presentations.
- Oversee the coordination of agendas and papers for governance and leadership level meetings, as well as recording and follow-up on action items in a timely manner.
- Assist with the collation and coordination of reports related to business deliverables.
- Budget related data entry.
- Maintain directorate procedures.
- Apply sound operational knowledge of administrative processes, procedures, practices and policies to guide work processes and to identify and continuously improve processes and systems used.
- Manage and handle confidential information consistent with DHUD policies and procedures.

### Performance indicator/ measurement

- Work is of a high standard, accurate and the Director is supported in an effective and efficient manner.
- Work output is accurate, thorough and of consistently high quality.
- Work is completed on time and matters/responses are dealt with and completed in a accurate manner and on time.
- A responsive and accountable outlook to all tasks. Able to assist in identifying and implementing business improvements / efficiencies.
- Work methods are efficient, resourceful and professional.
- Correspondence is produced/processed in a timely and efficient manner and is accurate and of a high standard.

## Administrative Management

- Work under limited direction, and on occasions with a degree of autonomy.
- Liaise and negotiate with key internal and external stakeholders and service providers to schedule meetings, coordinate functions and travel in line with Departmental and Government policies and guidelines.
- Ensure that appropriate filing of records is undertaken, ensuring confidentiality and efficient recall processes are adhered to.
- Arrange and monitor travel and accommodation, and complete reconciliation and reporting.
- Assist with HR requests including the preparation of HR forms and assisting with recruitment processes.
- Maintain quality control and appropriate records management of directorate correspondence utilising JIRA.
- Create / Coordinate JIRA tickets across the directorate.
- Action all catering / function / event booking requests.
- Maintain procedure manuals.
- Process invoices and create purchase orders.
- Action ICT Requests.
- Exercise authority in payments by credit card and ensure correct coding and reconciliation.
- KNet Workspaces and file requests are created and maintained.
- Ensure all travel requests are actioned in a timely manner and booked in line with departmental policies and guidelines.
- Processing all HR01, HR02 and request to fill applications accurately and in a timely manner via the online recruitment system.
- Ensure all documents are presented in the correct templates and are to the standard required.
- Ensure all tasks are delivered in a timely manner.
- Ensure bookings are actioned when requests and to the requirements specified.
- Identify system / process improvements and keep all processes documented and current.
- Ensure all purchase orders and invoices are created / coded and send for approval within the specified timeframe.
- Ensure all ICT requests are actioned in timely manner.

### Contribute to Culture

- Actively participate and contribute to responsible and safe work practices.
- Embrace diversity and cultural differences in the workplace.
- 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.

### Compliance

- Responsible and accountable for adhering to the requirements of the WHS Act 2012; relevant WHS Regulations 2012; the Equal Opportunity Act 1984; the PS Act 2009; the Code of Ethics for Public Sector employees; the principles of diversity; and the Department's policies and procedures.
- Keep accurate and complete records of business activities in accordance with the State Records Act 1997.
- Active participation and contribution in responsible and safe work practices.
- Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department.
- Documents and correspondence filed according to State Records Act 1997.

## The capabilities you will bring

### Technical expertise

- Proficient in Microsoft Outlook Word and Excel.
- Knowledge of Parliamentary, Cabinet and Ministerial decision-making processes (Desirable).
- Experienced in the use of JIRA Workflow management tool (Desirable).
- Experienced in the use of Basware financial management system (Desirable).

### Personal abilities

- Demonstrated flexibility, adaptability and versatility of approach in dealing with changing work requirements, new information and procedures.

## Experience

- Demonstrated ability to work under limited direction, manage time and priorities, including planning, organising, coordinating and progressing concurrent priorities and projects to meet objectives.
- Demonstrated ability to communicate clearly, concisely and effectively both verbally and in writing with people at all levels including successfully consulting, liaising and influencing a range of stakeholders, and negotiating and managing conflict with tact and diplomacy.
- Proven experience in providing executive support services, including telephone screening, diary and inbox management.
- Experience in coordination of executive level committee meetings (agenda / minute taking and follow up / coordination of action items).
- Demonstrated experience coordinating the provision of a range of confidential and responsive administration services. Including high level accurate quality control / editing functions of department and Cabinet documentation.
- Preparation / drafting of correspondence and briefings to executive and key stakeholders.
- Preparation / drafting of PowerPoint presentations.
- Experience in establishing and maintaining relationships with a track record of effective collaboration across diverse stakeholders at executive and operational levels, including coordinating and influencing others to achieve time critical and sensitive work to meet Departmental and Minister's objectives.