

Job and Person Specification

Title of Role: Small Business Commission Advisor **Classification:** ASO6
Business Unit: Regulation and Advice **Division:** Small Business Commission SA

Primary Purpose

The Small Business Commission Advisor is responsible for assessing enquiries, complaints and disputes received in accordance with legislation administered by SBC. This may include case management, pre-mediation assistance and conducting investigations, as well as making recommendations on appropriate action and enforcement activities in line with relevant legislation and government and SBC policies.

The Small Business Commission Advisor will also provide advice to small business owners and stakeholders, and contribute to the continuous improvement of the Offices processes, practices, and procedures.

Reporting Relationships

- Reports to the Manager, Regulation and Advice

Key Relationships/Interactions

- Other staff within SBC
- SA Small Business Community
- Industry associations

Key Challenges

- Develop knowledge of all legislation administered by SBC.
- Ensure the reputation of SBC through timely response and proactive approach to enquiries, complaints and dispute resolution and efficient and appropriate provision of advice.
- Deliver creative solutions to disputes that bring parties together and resolve matters within legislative boundaries.
- Develop and foster collaborative relationships with key stakeholders

• AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all actions, activities and work processes
- Participate in bi-annual Performance Development Plan (PDP)
- Proactively seek learning opportunities, including in the timely completion of all mandatory training requirements
- Comply with the Code of Ethics for the South Australian Public Sector, relevant legislation and AGD policies and procedures
- Employment is dependent upon a compliant National Police Certificate that the AGD finds satisfactory.

Diversity

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves, we are also committed to reconciliation and strongly value First Nation's perspectives in the community and workplace.

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 weeks
- Work from home arrangements

****this position is Customer facing and required to operate between the core hours of 9:00am – 4:30pm***



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 Small Business Commission Advisor is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Assessment of enquiries, disputes, and complaints	<ul style="list-style-type: none"> • Review and scrutinise enquiries, disputes, and complaints and assess against relevant legislation and precedent often of a complex and sensitive nature. • Prioritise and manage a program of work related to a case load of disputes. • Liaise with the parties of a dispute and relevant stakeholders as required to ascertain matters of fact or further information. • Gather, review, handle and store evidence in accordance with policy and procedure. • Recommend appropriate action in relation to enquiries, disputes, and complaints. • Document and record recommendations. • Make recommendations to the Commissioner on matters, including enforcement and investigative activity. 	<ul style="list-style-type: none"> • High quality assessments are completed within agreed timeframes. • Advice is sought in relation to non-routine or complex matters of legal interpretation. • Recommendations to the Commissioner include strategic considerations.
Dispute Resolution	<ul style="list-style-type: none"> • Case manages disputes as required including facilitating negotiated outcomes between disputing parties. • Assist the parties with drafting deeds of settlements to formalise negotiated outcomes. • Provide pre-mediation assistance and advisory service as part of the dispute resolution process. • Make recommendations to refer parties to mediation where negotiation is unsuccessful. 	<ul style="list-style-type: none"> • Matters are dealt with creatively, but within legislative boundaries. • Parties to disputes are appropriately supported through dispute resolution processes. • Disputes are settled in a manner which will withstand judicial scrutiny
Advisory Service	<ul style="list-style-type: none"> • Provide assistance and expert advice on complex and sensitive issues to small business owners and stakeholders to improve knowledge of obligations, responsibilities and legislation. • Contribute to continuous improvement of advisory services through the development of policies, procedures and best practice advisory guides. 	<ul style="list-style-type: none"> • Consistent accurate timely advice is provided. • Policies and procedures are in place to guide advisory services.
Projects	<ul style="list-style-type: none"> • Coordinate, undertake or contribute to specific projects, project tasks or priority areas. • Collaborate with relevant stakeholders in relation to taskforces, projects or priority areas. 	<ul style="list-style-type: none"> • Participate in project teams or taskforces as required. • Project tasks are undertaken to a high quality within agreed timeframes in line with the relevant SBC project management guidelines.



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Contribute to Culture	<ul style="list-style-type: none"> • Display constructive behaviours in line with AGD's people expectations of self-awareness, building trust, and building teams. • Seek feedback and review personal performance. • Develop effective working relationships, be approachable and work cooperatively with others to achieve outcomes. • Communicate proactively and prioritise workload effectively, asking for guidance and negotiating deadlines where appropriate. • Identify and undertake personal professional development. • Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace. 	<ul style="list-style-type: none"> • Feedback on performance from peers and leaders is positive. • Priorities are effectively communicated and negotiated. • Personal development is undertaken. • 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.

**Capabilities relevant to the role
(Qualifications, Skills, Knowledge and Experience)**

Essential	<ul style="list-style-type: none"> • Demonstrated experience in analysing complex information, researching legal issues, coordinating a case load of complex issues and providing advisory services. • A significant level of theoretical and practical knowledge of litigious and non-litigious matters and processes and a general knowledge of relevant government policy and agency procedures. • Demonstrated ability to weigh competing considerations, form recommendations, and where appropriate, a judgement and justify that decision. • Well-developed knowledge and understanding of the legislation administered by SBC. • Capacity to work meticulously with a high level of precision and attention to detail and handle matters of ordinary complexity without need for close supervision and direction. • Knowledge of Court procedures and processes. • A significant level of experience in negotiation or mediation and presenting arguments clearly and cogently. • Proven ability to determine priorities, cope effectively with high volumes of work and to meet deadlines. • Highly developed communication skills, including the ability to develop effective working relationships with a range of stakeholders, internal and external to Government. • Demonstrated ability to work under broad direction and exercise a significant level of responsibility, decision, judgement and delegated authority in completing complex, critical or novel investigations with autonomy and providing guidance to less experienced officers.
Desirable	<ul style="list-style-type: none"> • Relevant tertiary qualification in law or related discipline. • Qualifications in alternative dispute resolution processes. • Experience in managing and/or undertaking projects. • Knowledge and understanding of the small business sector • Experience in the conduct of investigations



Behavioural Capabilities and AGD People Expectations

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are expected to behave in accordance with the AGD People Expectations of being self-aware, building trust and building teams. Descriptors below detail the behavioural capabilities required for performance in the *Small Business Commission Advisor*. 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	Promotes 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
Supports Strategic Direction <i>Supports strategic direction and contributes to Business Unit goals and direction</i>	<ul style="list-style-type: none"> • Supports strategic direction and plans • Communicates plans in practical terms to others • Is sensitive to political drivers influencing priorities and decisions • Identifies and raises awareness of trends, potential problems and opportunities • Identifies and manages risk as appropriate and escalates as necessary • Actively participates in business planning • Contributes to the drive for change and innovation
Achieves and Monitors Own Results <i>Monitors own progress and achieves results at the individual level</i>	<ul style="list-style-type: none"> • Sets and communicates clear expectations around quality of work and timeframes • Monitors progress towards achieving outcomes • Takes responsibility for the delivery of quality and timely results • Measures performance and acts on opportunities for continuous improvement • Critically evaluates issues and ensures solutions are practical and achievable • Negotiates as necessary to achieve outcomes • Prioritises workload effectively and negotiates deadlines where appropriate
Delivers Business Excellence <i>Manages and guides the workforce to deliver outcomes</i>	<ul style="list-style-type: none"> • Manages and develops capability and expertise of the workgroup to achieve outcomes • Sets clear performance standards that are linked to business unit outcomes • Effectively manages their own, individual and team performance • Provides clear, honest and timely feedback, including addressing non-performance promptly and recognising high performance • Supports continuous learning and the development of others • Demonstrates and ensures a strong focus on internal and external customer service • Promotes a culture of financial responsibility, accountability and awareness • Effectively manages and coordinates resources for optimal outcomes
Fosters Working Relationships <i>Fosters and strengthens working relationships with existing stakeholders</i>	<ul style="list-style-type: none"> • Develops existing working relationships and internal networks • Collaborates with relevant stakeholders • Makes an effort to understand others' perspectives, motives, agenda • Openly shares information and knowledge as appropriate • Takes into account the situation and audience and acts accordingly • Actively listens and communicates clearly • Effectively manages conflict and escalates when appropriate
Promotes Personal Drive and Professionalism <i>Promotes and role models professionalism and builds a culture of respect, diversity and growth in the team</i>	<ul style="list-style-type: none"> • Builds a culture of respect and high ethical standards • Promotes diversity and uses this to enhance outcomes • Demonstrates and promotes professionalism and confidentiality when dealing with sensitive issues • Willing to put own views forward and challenges opposing views in a respectful manner • Identifies and considers risk in decision making • Remains positive and recovers quickly from setbacks • Promotes adaptability in dealing with change • Seeks opportunities to strengthen areas for development • Seeks feedback on performance and engages in self reflection • Promotes a high standard of wellbeing for self and others

