

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Business Support Officer

Division: National Parks and Public Lands

Classification Level: ASO2

Branch/Unit: Office of the Executive Director

CHRIS Position Number: M20626

Reports to (Title): Business Manager

About the Agency – [Department for Environment and Water](#)

About the Role

The Business Support Officer is responsible for providing a wide range of high-quality administration services and advice on business systems and processes to the staff of the central branches of the National Parks and Public Lands.

Key Role Outcomes

- The Business Manager is supported in the continuous review and streamlining of administrative functions and procedures which assist in the delivery of efficient and effective services.
- A wide range of administrative support services are delivered which contribute to the efficient and effective operations of the central branches of the National Parks and Public Lands.
- Enquiries from staff are dealt with in a prompt, courteous and helpful manner.

Essential Criteria (including qualifications)

- Demonstrated ability to prioritise tasks and effectively manage competing and fluctuating workloads while maintaining accuracy and meeting deadlines.
- Communicates effectively with managers and stakeholders regarding potential risks to deadlines or priorities and works collaboratively to identify solutions.
- Demonstrates ability to work under general direction, exercising sound judgement and accountability in the completion of tasks and responsibilities.
- Uses initiative, experiences and problem solving skills to identify issues, and provide recommendations to support effective decision making.
- Demonstrated proficiency in the use of business systems, information management systems and software applications, including the Microsoft Office suite, to effectively perform administrative and operational functions.
- Demonstrates a commitment to continuous improvement, including willingness to learn new ways of working, adopting new systems and contribute to improvements in administrative processes and office management practices.
- A current "C" class driver's licence and willingness to drive is essential.

Desirable Criteria

- A qualification in Business Administration or or a related discipline.
- Knowledge of, relevant legislation, regulations, policies, procedures and organisational systems, and apply this knowledge to support operational and business outcomes.

- The ability to establish and maintain positive working relationships with a diverse range of stakeholders, influencing and collaborating effectively to facilitate outcomes and achieve organisational objectives.

Key Relationships/Interactions

- Works collaboratively with members of the Business Support Team and Business Strategy team.
- Liaises with other DEW employees, including within the Office of the Executive Director of National Parks and Public Lands and across DEW Divisions.

Special Conditions

- May be required to participate in emergency preparedness, response and recovery activities required by government agencies.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia.
- This role has been identified as a:
 Position of trust ☒ Prescribed position ☐ Not applicable ☐
 The following screening check(s) is/are required:
 - You will be required to provide a valid Nationally Coordinated Criminal History Check prior to being employed, which is required to be renewed every three years before expiry. DEW will cover the cost of renewal.
- May be required to undertake intra or interstate travel, occasional overnight absences, and work outside of the normal hours of work.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	• Thinking and Acting Strategically	• Seeks help to differentiate between essential and important activities versus non essential. • Reflects on the direction and progress of their work against set goals.
Achieves Results	• Delivering Effective Outcomes • Assuming Accountability	• Is clear about the priorities for the role and completes tasks within agreed timeframes and standards. • Works with Line Manager to solve problems and overcome challenges. • Willingly accepts responsibility for own work. • Identifies potential problems for the role.
Drives Business Excellence	• Optimising Performance	• Works collaboratively with team members to achieve set goals. • Actively monitors own performance and participates in performance review and development processes with their Line Manager.

Forges Relationships and Engages Others	• Establishing and Maintaining Networks • Communicating and Managing Conflict	• Readily responds to requests for information and follows through on undertakings. • Maintains composure and a friendly demeanour in dealing with others.
Exemplifies Personal Drive and Professionalism	• Displaying Flexibility and Resilience	• Is able to switch tasks quickly. • Embraces new learning that may be required to adapt successfully to changes in the job role.

Work Health and Safety

Follow workplace safety procedures

- Accepts responsibility for own and other's safety.
- Identifies and reports hazards and incidents.
- Understands and applies safe work practices.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department's Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people and act in accordance with the Child Safe Environment Policy and Procedure at all times.

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