

# Job and Person Specification

<b>Title of Role:</b>	Administrative Officer	<b>Remuneration Level:</b>	ASO2
<b>Section:</b>	Business Services	<b>Type of Appointment:</b>	Term
<b>Business Unit:</b>	SafeWork SA	<b>Position Number:</b>	TBA

## Job and Person Specification Approval

DELEGATE

### SafeWork SA

SafeWork SA (SWSA) is responsible for providing work, health and safety, public safety and state-based industrial relations services across South Australia. As a regulator, Investigators and Inspectors ensure work, health and safety, and public safety standards are met and appropriate action is taken when breaches of laws are detected.

### SafeWork SA Values

- Professionalism
- Respect
- Integrity
- Service

### Primary Purpose

Administrative Officer works collectively and with other team members to provide proactive and effective support services to SafeWork SA teams. Functions include a wide range of administrative, records management, data entry and general support services to enable SafeWork SA Managers, Team Leaders and employees to efficiently undertake their duties.

### Reporting Relationships

Reports to: Team Leader Administrative Services, Business Services



### **Key Relationships/Interactions**

- Business Services team members
- SafeWork SA Managers, Team Leaders and employees

### **Key Challenges**

- Delivering high quality customer service within a culture of excellence, continuous improvement, flexibility and adaptability.
- Maintaining high quality output in an environment of diverse and competing priorities.
- Developing and improving systems of work for the benefit of the team and broader agency

### **Special Employment Conditions**

- Engagement in this role is subject to a satisfactory Department of Human Services General Employment Probity Check. A renewal will be required every three years.

### **AGD Conditions**

- Engagement in this role is subject to a satisfactory National Police Clearance
- Participation in bi-annual Performance Management Program.
- Actively participate in all mandatory training requirements.
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department

### **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 Hours



## 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 Administrative Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<b>Customer service</b>	<ul style="list-style-type: none"> <li>• Ensure the provision of high quality, accurate, consistent and timely administrative services to internal and external customers.</li> <li>• Collaborate across the team to continuously improve the performance and consistency of service delivery.</li> <li>• Participate in projects and activities that contribute to the key priorities of the agency, directorate and team</li> <li>• Pursue innovative solutions that make it easier for work to be completed.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate Public Sector Values.</li> <li>• Demonstrate SafeWork SA Values.</li> <li>• Achieve agreed administrative service standards for quality, timeliness and accuracy.</li> <li>• Achieve goals that lead to successful project outcomes.</li> <li>• Positive and professional relationships established to foster business delivery.</li> </ul>
<b>General Administrative and Support</b>	<ul style="list-style-type: none"> <li>• Assist with the preparation of responses to correspondence (i.e. emails), as required.</li> <li>• Assist with the processing of incoming and outgoing mail correspondence.</li> <li>• Assist in maintaining information management systems and databases.</li> <li>• Assist with general office administration tasks.</li> <li>• Assist with other duties when required in other streams, including but not limited to undertaking administrative tasks supporting finance, HR/WHS, facilities, asset management and fleet functions within the team.</li> <li>• Create, maintain and archive records in accordance with State Records requirements including within the Objective records management system.</li> <li>• Support the arrangement of travel requirements across the agency</li> <li>• Adhere to all departmental policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Support services are provided in a timely, and professional manner.</li> <li>• Administrative deliverables are of an appropriate quality with work output being accurate and completed within agreed timeframes.</li> <li>• Records and databases are correctly managed.</li> <li>• Judgement is appropriately applied under limited direction.</li> <li>• Records are created, stored and maintained in accordance with State Records requirements.</li> <li>• Administrative policies and procedures represent best practice and efficiency, and any opportunities to improve practices are raised.</li> <li>• Compliance with all departmental policies and procedures is evident.</li> </ul>



<p><b>Contribute to an effective team environment</b></p>	<ul style="list-style-type: none"> <li>• Participate in team and directorate activities aimed at improving practices and services.</li> <li>• Willingly participate in the broad range of administrative tasks centralised within the team to ensure continuation of service at all times, and to create an environment of collaboration and mutual support of fellow team members.</li> <li>• Foster and maintain working relationships with team members, counterparts in other teams and internal/external stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct is in line with the objectives of the team.</li> <li>• Positive relationships formed within and external to the team.</li> </ul>
<p><b>Contribute to Culture</b></p>	<ul style="list-style-type: none"> <li>• Actively participate and contribute to responsible and safe work practices.</li> <li>• Embrace diversity and cultural differences in the workplace.</li> <li>• Contribute to the promotion and implementation of Public Sector Principles and Practices and in particular Equal Opportunity, Work Health and Safety by adhering to the provisions of various Acts and associated legislation.</li> </ul>	<ul style="list-style-type: none"> <li>• Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered to.</li> <li>• Respectful behaviour observed when faced with diversity/differences of opinion</li> <li>• Individual differences are encouraged and accommodated in the workplace.</li> </ul>



## Technical Expertise

### Qualifications, Skills, Knowledge and Experience relevant to the role

<b>Technical Expertise (Essential)</b>	<ul style="list-style-type: none"><li>• Ability to communicate effectively in conversation and writing with evident strong interpersonal skills.</li><li>• Ability to handle sensitive issues and information, ensuring confidentiality, including in the areas of finance, HR and records management.</li><li>• Ability to work in a team environment and contribute to a spirit of team cooperation, collaboration and mutual support.</li><li>• Demonstrated high order organisational skills along with the ability to manage in an environment with high volumes of broad ranged administrative tasks by setting own work priorities and being responsive in meeting tight timeframes.</li><li>• Demonstrated experience in delivering high quality administrative support services.</li><li>• Demonstrated ability in the use of relevant computing software and systems, including electronic databases.</li><li>• An awareness of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.</li><li>• An understanding of the legislative requirements of the <i>Work Health and Safety Act 2012</i>.</li><li>• An awareness of and ability to work to the spirit and principles of AS/NZS ISO 31000 Risk Management.</li></ul>
<b>Technical Expertise (Desirable)</b>	<ul style="list-style-type: none"><li>• Knowledge of Government records management requirements and related procedures and processes.</li><li>• Accredited business administration based qualification.</li><li>• Knowledge of the functions and role of SafeWork SA.</li><li>• Experience in preparing minutes, letters and/or reports.</li><li>• Competency in the use of Objective and Basware (or similar) programs.</li><li>• Demonstrated knowledge and experience applying health promotion principles and practice, particularly in the work health, safety and wellbeing spheres.</li></ul>



## Behavioural Capabilities

The Performance Matrix describes the behaviours expected of SWSA employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Administrative Officer, Business Services, role. 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.

	<b>Strategic Focus</b>	<b>Results Orientation</b>	<b>Service Delivery Excellence</b>	<b>Relationship Management</b>	<b>Professional Approach and Drive</b>
<b>Strategic</b>	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
<b>Tactical</b>	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
<b>Operational</b>	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
<b>Foundational</b>	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism



Element	Behaviours
<b>Strategic Focus (Foundational)</b>	<ul style="list-style-type: none"> <li>• <b>Knows how own work contributes to goals and plans</b></li> <li>• Recognises how own work impacts on others</li> <li>• <b>Is flexible to changing priorities</b></li> <li>• Is open to change and new approaches</li> </ul>
<b>Results Orientation (Foundational)</b>	<ul style="list-style-type: none"> <li>• Follows due process to achieve outcomes</li> <li>• <b>Identifies solutions which are practical and achievable</b></li> <li>• <b>Delivers results by agreed timeframes</b></li> <li>• Pays attention to detail to ensure quality results</li> <li>• <b>Actively contributes to continuous improvement</b></li> </ul>
<b>Service Delivery Excellence (Operational)</b>	<ul style="list-style-type: none"> <li>• Uses capability and expertise of the workgroup to achieve outcomes</li> <li>• <b>Identifies and delivers high quality internal and external customer service</b></li> <li>• Translates performance requirements into achievable outcomes.</li> <li>• <b>Effectively manages their own performance, managing (or influencing) the wider team performance</b></li> </ul>
<b>Relationship Management (Foundational)</b>	<ul style="list-style-type: none"> <li>• <b>Develops effective working relationships</b></li> <li>• Shares information and knowledge seeking approval where necessary</li> <li>• <b>Works cooperatively with others to achieve work outcomes</b></li> <li>• Listens attentively and communicates clearly</li> </ul>
<b>Professional Approach and Drive (Foundational)</b>	<ul style="list-style-type: none"> <li>• Contributes to a culture of respect and high ethical standards</li> <li>• Appropriately expresses own views and is respectful of the views of others</li> <li>• <b>Remains positive and recovers quickly from setbacks</b></li> <li>• Accepts change constructively</li> <li>• Pro-actively seeks to develop skills and knowledge</li> <li>• <b>Receptive to feedback and uses to improve performance</b></li> <li>• Looks after own wellbeing and raises concerns where necessary</li> </ul>

Acknowledged by  
occupant

..... / ..... / .....  
(Print name) (Signature)

Acknowledged by  
line manager

..... / ..... / .....  
(Print name) (Signature & title)

