

ROLE DESCRIPTION

ROLE TITLE: Administration Officer

CLASSIFICATION: ASO4

ROLE NUMBER: M00421

AGENCY: [Department of the Premier and Cabinet](#)

DIVISION: ArtSA

BUSINESS UNIT: Carrick Hill

REPORTS TO: Head of Marketing, Audience & Development

ROLES REPORTING TO THIS ROLE:

BUDGET: Nil

ROLE PURPOSE:

The Administration Officer is responsible for the day-to-day coordination and administration of membership programs, events, volunteer services and database systems that support the effective operation of Carrick Hill.

The role ensures the delivery of a high standard of customer service and stakeholder engagement by acting as a central point of contact for members, volunteers, donors and clients. The position manages membership and donor administration, maintains volunteer systems and records, and supports the efficient operation of organisational databases and event delivery.

Working closely with internal staff, volunteers, members, donors and external stakeholders, the role contributes to a positive volunteer and member experience, strong community engagement and the effective delivery of Carrick Hill's programs, services and events.

KEY OUTCOMES OF ROLE:

1. Coordinate volunteer administration across house, garden and event volunteer programs.
2. Coordinate member communications, invitations and event participation
3. Support donor stewardship activities and maintain strong stakeholder relationships
4. Maintain accurate and up-to-date membership, donor and stakeholder records
5. Act as the primary administrative contact for volunteer enquiries and support (including training, recognition and retention initiatives)
6. Support the delivery of a seamless event client experience
7. Creation and maintenance of Carrick Hill Volunteer policies and procedures
8. Ensure compliance with Carrick Hill policies, procedures and relevant legislation
9. Support with Volunteer information portals and hubs and ensure the regular and consistent update of information

KEY RELATIONSHIPS / INTERACTIONS:

- Carrick Hill paid and unpaid Staff
- Members of the public

SPECIAL CONDITIONS:

- Applicants will be required to undergo the appropriate and relevant Employment Screening Assessment(s) required for this role in line with the DPC Employment Screening Policy.
- This role requires (please select those relevant for the role):
 - ☒ Nationally Coordinated Criminal History Checks (NCCHC) (required for all roles)
 - ☒ Working with Children Check
 - ☐ Security Clearance (including Baseline, Negative Vetting Level 1, Negative Vetting Level 2, Positive Vetting)
- The Incumbent will be required to participate in the department's Performance Management Program.
- The Incumbent may be assigned to another position at this remuneration level or equivalent.
- Some out-of-hours work, including weekends and events, may be required

KEY SELECTION CRITERIA:

- Current driver's licence.
- Proficiency in the Microsoft Office Suite of products
- Strong organisational skills with the ability to manage multiple priorities and competing deadlines.
- Excellent written and verbal communication skills with a strong customer service focus.
- Experience working in a cultural, heritage, tourism, events or community-focused environment is desirable
- Demonstrated ability to contribute to process improvements and service enhancements
- Demonstrated ability to work respectfully and effectively with Aboriginal and Torres Strait Islander people and an understanding of Aboriginal cultural values and social issues.

PURPOSE

- Making a difference so South Australia thrives

VISION

- The Heart of government

DPC VALUES

- Curious
- Courageous
- Connected

SOUTH AUSTRALIAN PUBLIC SECTOR VALUES

- | | |
|-------------------|--------------------------------|
| ▪ Trust | ▪ Collaboration and Engagement |
| ▪ Service | ▪ Honesty and Integrity |
| ▪ Professionalism | ▪ Courage and Tenacity |
| ▪ Respect | ▪ Sustainability |

CORPORATE RESPONSIBILITIES

Incumbents are responsible for:

- Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.
- Maintaining a commitment to the [Public Sector Act 2009](#), [The Code of Ethics for the South Australian Public Sector](#), and the legislative requirements of the *Public Sector Act 2009* and [Work Health and Safety Act 2012](#).
- Creating and maintaining a diverse, accessible, inclusive and culturally safe workplace to enable us to reflect our community.

- At all times acting in a manner that is non-threatening, courteous, respectful, and consistent with DPC's accreditation as a White Ribbon workplace.
- Demonstrating a genuine commitment to Reconciliation, and the achievement of Reconciliation Action Plan outcomes.

CORE COMPETENCIES & ASSOCIATED BEHAVIOURS EXPECTED AT THIS CLASSIFICATION

Holds Big Picture View at Local and Individual Level

- ☐ Sees the big picture and understands how their work contributes to the strategic direction
- ☐ Understands and supports organisational goals and business objectives
- ☐ Responds in a positive and flexible manner to change and uncertainty
- ☐ Identifies, defines and solves problems that may impact on own work objectives
- ☐ Demonstrates an understanding of both internal and external factors and influences that may affect own work outcomes

Achieves Results

- ☐ Understands individual and team capabilities and makes effective use of own capabilities
- ☐ Takes into account the associated advantages and disadvantages of a range of options to deliver the best results
- ☐ Understands how work practices are governed by Public Sector legislation, regulations and policies
- ☐ Sees work tasks through to completion with agreed timeframes to achieve quality outcomes
- ☐ Applies specialist expertise of self and others to achieve business outcomes

Promotes Business Excellence

- ☐ Provides support to implement new innovative initiatives and promotes change
- ☐ Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the Public Sector environment
- ☐ Seeks out and participates in learning opportunities. Understands and acts on constructive feedback and works towards agreed performance standards
- ☐ Promotes a strong customer service culture by understanding needs
- ☐ Assists and supports financial monitoring, procurement and contract procedures

Builds Positive Working Relationships

- ☐ Listens to and considers different ideas and discusses issues credibly and thoughtfully. Identifies other people's expectations and concerns
- ☐ Can identify conflict in situations and acts sensitively, objectively and constructively to de-escalate conflict
- ☐ Works collaboratively and shares information with own team and seeks input from others
- ☐ Builds and sustains positive relationships with team members, stakeholders and clients
- ☐ Confidently communicates messages in a clear and concise manner using appropriate language

Displays Personal Drive and Professionalism

- ☐ Acts with integrity & promotes consistency among principles, organisational values and ethical behaviour
- ☐ Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them
- ☐ Persists and focuses on achieving objectives in difficult circumstances responding in a positive and controlled manner
- ☐ Self evaluates performance & seeks feedback from others. Recognises how behaviour impacts on others
- ☐ Committed to self development
- ☐ Contributes to a culture that values and respects diversity and models this in all interactions
- ☐ Ensures standards for the safety and wellbeing of self and others are maintained