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| <b>JOB TITLE: Regional Administrative Officer</b><br><b>CLASS: ASO2</b><br><b>ROLE NO:</b><br><b>DATE: May 2022</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>ORGANISATION: South Australian Country Fire Service (CFS)</b><br><b>SECTION:</b><br><b>TEAM:</b><br><b>RANK: Subject to Rank Assessment</b> |
| <b>This Role Reports to:</b> <ul style="list-style-type: none"> <li>Regional Commander</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Reporting to this Role:</b> <ul style="list-style-type: none"> <li>Nil</li> </ul>                                                           |
| <b>Primary Purpose of Role:</b> <ul style="list-style-type: none"> <li>Provide a comprehensive administrative, secretarial and clerical service to personnel located within the Regional Office.</li> <li>Contribute to the development and maintenance of an effective, administration, document, file and records management system.</li> <li>Provide a high quality information and reception service to volunteers, members of the public and other agencies on a broad range of activities associated with the CFS.</li> <li>Provide on the job training and mentoring to clerical trainees and temporary agency staff placed in the Regional Office.</li> <li>Contribute to effective and efficient injury management by promptly and accurately processing Workcover claims by injured volunteers.</li> <li>Support Incident Management Operations within the Regional Headquarters during major emergencies.</li> </ul> |                                                                                                                                                |
| <b>Outcomes:</b> <ul style="list-style-type: none"> <li>High standard of word processing and data entry service.</li> <li>Efficient and effective systems of work within the front office environment.</li> <li>Efficient and effective administration, document, file management and record management processes</li> <li>Professional 'first point of contact'</li> <li>Prompt, effective, sensitive, friendly and professional handling of personal and telephone enquiries.</li> <li>Volunteers and members of the public are directed to the most appropriate staff member.</li> <li>Efficient message taking service whereby messages are processed accurately and promptly.</li> <li>Clerical trainees and temporary agency staff are trained to provide a high level of service.</li> <li>Prompt and accurate records are kept of Workcover claims.</li> </ul>                                                          |                                                                                                                                                |

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| <b>Resource Management:</b> <ul style="list-style-type: none"> <li>• Nil</li> </ul>                                                                                                                                                                                                                                                                                                | <b>Essential Attributes (Knowledge/Skills/Experience Requirements)</b> <ul style="list-style-type: none"> <li>• Excellent oral communication skills, including the ability to empathise and negotiate with a diverse range of callers under varying conditions (e.g., heavy workloads, aggressive callers, internal requests, etc) in a courteous, confident and professional manner.</li> <li>• Sound written communication skills.</li> <li>• Ability to identify problems and implement innovative solutions within Organisational policies and procedures.</li> <li>• Ability to maintain confidentiality and integrity.</li> <li>• Ability to prioritise and produce quality work under pressure with limited supervision and be able to work cooperatively in a team environment.</li> <li>• Experience in the complete suite of Microsoft Office software.</li> <li>• Knowledge of records management.</li> <li>• Experience in organising meetings, recording of minutes and arranging itineraries, travel and accommodation.</li> <li>• Experience in maintaining an appointment diary.</li> <li>• Experience in developing and implementing administrative procedures.</li> <li>• Ability to provide executive support.</li> </ul><br><b>Essential Qualifications:</b> <ul style="list-style-type: none"> <li>• Nil</li> </ul><br><b>Key Challenges:</b> <ul style="list-style-type: none"> <li>• Operating in a highly public and politically sensitive environment.</li> <li>• Operating in an emergency operations context.</li> </ul> |
| <b>Desirable Attributes:</b> <ul style="list-style-type: none"> <li>• Experience in the emergency services sector.</li> <li>• An understanding of the aims of emergency services.</li> <li>• An understanding of the volunteer ethic.</li> <li>• Certificate in office administration or similar.</li> <li>• Typing speed 50 wpm.</li> </ul>                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Key Relationship / Interactions:</b><br><b>Internal”</b> <ul style="list-style-type: none"> <li>• Regional Commander.</li> <li>• CFS staff.</li> <li>• CFS Volunteers.</li> <li>• Staff of other emergency service organisations.</li> <li>• Local Government.</li> </ul> <b>External:</b> <ul style="list-style-type: none"> <li>• Community Groups.</li> </ul> General public |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

**Employment Conditions:**

Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017*, the *S.A. Public Sector Salaried Employees Interim Award* and any other applicable legislation. The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector, SACFS Code of Conduct and Respectful Behaviours policies.

The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

**Performance Development**

The incumbent will be required to participate in the Agency's *Performance Review and Development Program* which will include a regular review of the incumbents' performance against responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SACFS Values and Strategic directions.

**Handling of Official Information**

By virtue of their duties, SACFS employees frequently access, otherwise deal with, and/or are aware of information that needs to be treated as confidential. SACFS employees will not misuse information gained in their official capacity. SACFS employees will maintain the integrity and security of official or confidential information for which they are responsible.

Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy or lawful and reasonable direction.

**WHS and EEO:**

The incumbent is responsible and accountable for working in an equitable manner and taking reasonable care to protect his/her own health, safety and welfare and avoiding adversely affecting the health and safety of others at work by complying with WHS and EEO policies, practices and legislation.

Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk Management, or to an equivalent set of standards.

**Customer Service:**

The incumbent will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.

**General Requirements:**

Managers and Staff are required to work in accordance with the *Code of Ethics for South Australian Public Sector*, *SACFS Code of Conduct*, *Directives*, *Determinations* and *Guidelines*, and *legislative requirements* including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Building Safety Excellence in the Public Sector*
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury/ illness
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Disability Discrimination
- *Independent Commissioner Against Corruption Act 2012 (SA)*
- *Public Interest Disclosure Act 2019 (SA)*
- *SACFS Code of Conduct*
- *Information Privacy Principles Instruction*
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Fire and Emergency Services Act and Regulations*
- Relevant Australian Standards
- Duty to maintain confidentiality
- Smoke Free Workplace
- Applying the principles of the South Australian Government's *Risk Management Policy* to work as appropriate
- All employees required to complete timesheets must forward their timesheet to their line manager, within two weeks from the period worked, to enable their manager to authorise that it is a true and accurate record of hours worked by the employee.

**Special Conditions**

- As part of employment within the SACFS the incumbent may be required to perform operational duties during emergency situations. When undertaking operational duties the incumbent may be rostered to work on Saturday, Sundays and Public Holidays. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remunerated in accordance with the provisions contained within the South Australian Modern Public Sector Enterprise Agreement: Salaried 2017, the S.A. Public Sector Salaried Employees Interim Award and the SACFS Staff Terms and Conditions Clause 3 Arrangement
- The incumbent may be approved to work 'Voluntary Flexible Working Arrangements'
- Frequent out of hours work may be required.
- Intrastate travel necessitating overnight stays may be required
- A current driver's license and willingness to drive is essential.

**SA COUNTRY FIRE SERVICE:**

The SA Country Fire Service is a community-based fire and emergency service dedicated to protecting life, property, and environmental assets in rural and semi-urban South Australia. SACFS is a statutory authority reporting to the Minister for Emergency Services. The SACFS

consists of approximately 13,500 volunteers and 180 Career Staff.

**SACFS Values:**

Our shared values confirm our common mission by promoting an agency climate where SA Community needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. SACFS strives to be the 'Employer of Choice', which reflects the diversity of our community through the recruitment and retention of a diverse range of people. These values guide our decisions and actions.

- Mutual Respect
- Adaptability and Resourcefulness
- One Team, Many Players, One Purpose
- Integrity and Trust
- Support, Friendship and Camaraderie
- Community and Our Environment
- Knowledge and Learning
- Safety
- Teamwork

**Code of Ethics:**

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public sector employees.

- Democratic Values - helping the government, under the law to serve the people of South Australia
- Service, Respect and Courtesy - Serving and people of South Australia
- Honesty and Integrity - Acting at all times in such a way as to uphold public trust
- Accountability - Holding ourselves accountable for everything we do
- Professional Conduct Standards - Exhibiting the highest standards of professional conduct.
- The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

**Diversity and Inclusion:**

SACFS is committed to creating and maintaining a fair, inclusive and diverse working environment that values and utilises the contributions of all. SACFS acknowledges and supports inclusion to the extent to which the diverse mix of people are valued, respected, connected, progressive and contributing to success.

**Role Description Approvals:**

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

**Incumbent Role Acceptance:**

I have read and understand the responsibilities and Agency Context

**Name:**

**Signature:**

**Date:**