



ASO3 Workforce Operations Support Officer HR Operations and Partnering People, Culture and Wellbeing Service

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24-hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

SAPOL's People, Culture and Wellbeing Service provides a holistic approach to the future development of our people and the organisation. Through strategic leadership and direction, People, Culture and Wellbeing will ensure our employees are skilled and supported to deliver a more efficient and effective service to the community. This will be achieved by increasing support to the frontline, ensuring the right people are in the right roles, developing talent pools and pipelines, delivering programs and strategies to foster highly effective leaders as well as providing collaborative business partnerships. Recognising that the capability of our workforce is dependent on the physical and mental health of all its members, People Culture and Wellbeing will deliver programs which provide an all-inclusive approach and promote every aspect of health and wellbeing.

HR Operations leads the governance and coordination of sworn workforce movements and selection systems, while enabling organisational capability through high-level management of flexible work arrangements and employee transition frameworks.

The Workforce Operations Support Officer provides administrative support to the delivery across key portfolios, including Sworn Selections, Sworn Movements, Transfers,

Service

Integrity

Leadership

Collaboration

Courage

Respect



Separations and Flexible Work. The role is responsible for processing transactions, maintaining accurate records and data and supporting the coordination of workforce processes in accordance with established procedures and organisational requirements.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Adelaide CBD
Qualifications	N/A.
Out of Hours Work	Some out of hours work may be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL's iEngage program.

Reporting / Working Relationships

The Workforce Operations Support Officer reports to a ASO5 Workforce Operations Team Leader and is accountable to the HR Operations Lead. The role works in collaboration with other HR Operations and Partnering staff to provide workforce support services. The role will also work closely with managers, supervisors and employees across SAPOL.

KEY OUTCOMES

- Provide administrative support across workforce support functions, ensuring tasks are completed accurately, efficiently and in line with established procedures.
- Process and maintain information in systems (including CHRIS21 and related databases), ensuring data is accurate, up to date and entered within required timeframes.
- Prepare and manage documentation and records relating to workforce activities, including recruitment, staff movements, transfers and separations.
- Liaise with internal and external stakeholders to support the delivery of workforce and administrative processes and assist with resolving routine enquiries.
- Provide basic procedural information and guidance to staff on administrative processes, referring more complex matters as required.
- Assist in the preparation of routine reports, correspondence and documentation, ensuring information is clear and accurate.
- Assist with the completion of internal audits by gathering and reviewing relevant documentation, ensuring data accuracy, identifying discrepancies, and supporting compliance with established policies, procedures, and legislative requirements.
- Identify and raise issues or inconsistencies in processes, data or documentation and assist with implementing improvements where appropriate.
- Participate in training and team activities to maintain knowledge of systems, processes and administrative requirements.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Demonstrated experience in providing administrative support in a high-volume, process-driven environment.
- Proven ability to accurately process information and maintain data in computerised systems (e.g. HR/payroll systems or similar databases).
- Ability to manage competing priorities, organise workloads and meet deadlines with a high-level of accuracy and attention to detail.
- Demonstrated ability to follow and apply policies, procedures and guidelines to ensure consistent and compliant outcomes.
- Well-developed written communication skills, including experience preparing routine correspondence, reports or documentation.
- Effective interpersonal and communication skills, with the ability to liaise and work collaboratively with staff at various levels.
- Ability to work both independently and as part of a team, using initiative to complete tasks and escalate issues where required.
- Demonstrated problem-solving skills, including the ability to identify discrepancies or issues and take appropriate corrective action.
- Experience contributing to process improvements or supporting changes to administrative procedures and systems.

Desirable Characteristics

- Hold a Diploma in Human Resource Management or related discipline.
- Demonstrated general knowledge of public sector employment legislation, awards or policies and their application to administrative processes.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.