

Role description

General information

Title:	Executive Services Officer			Classification:	ASO5
Division:	Corporate Services	Branch:	Corporate Services Directorate		Business unit: Corporate Services Directorate
Type of appointment:	Ongoing	Hours of duty:	37.5	Location :	Adelaide CBD

About us

South Australia is internationally recognised for the quality of its agriculture, food, and wine. Our regions are the backbone of our state and the economic powerhouse that drives prosperity for all South Australians.

The Department of Primary Industries and Regions (PIRSA) is a key economic development agency working in partnership with our primary industries, regional stakeholders and across all levels of government to advance the prosperity and sustainability of South Australia's primary industries and regional communities.

We are a passionate team of around 800 people working across metropolitan and regional South Australia to develop and protect our state's regions and food, wine, aquaculture, fisheries, forestry, grains, livestock, dairy and horticulture industries.

Purpose

The Executive Services Officer provides high level support to the Executive Director, Corporate Services. The incumbent is responsible for providing executive support services to the Corporate Services Division, its

leaders and branches as well as development of high-level meetings and governance committees. Furthermore, the role supports the delivery of strategic outcomes through provision of advice, information and

administrative coordination services. The incumbent is responsible for ensuring that information is relevant, accessible, and of high quality as well as maintaining relationships in a professional, helpful and friendly manner.

The role provides an essential and highly professional point of contact for interface between the Division as well as government and industry stakeholders. The role monitors and manages risk to the business of

Corporate Services and continually develops, manages, and improves systems and processes to underpin business efficiency and effectiveness.

Key accountabilities

- Incoming and outgoing correspondence to and from the Corporate Services Directorate is assessed and recorded and any issues requiring urgent attention are brought to the attention of the Executive Director, Corporate Services.
- Diary appointments are coordinated and prioritised and incoming telephone calls are monitored, attended to or redirected as appropriate.
- Data and information for Business reports is coordinated, compiled and published. The correct format is used for all Ministerial, Parliamentary and Cabinet Submissions.
- Preparing correspondence and briefings on behalf of the Executive Director, Corporate Services.
- The Executive Services Officer is also responsible for facilitating a collegiate, professional, and effective network amongst other support staff for executives, with the aim of ensuring effective cooperation, coordination, and collaboration across the Department.
- A professional point of contact is provided for the Executive Director, Corporate Services to ensure effective communication and working relationships are maintained with other key internal and external stakeholders.
- Maintaining confidentiality of government and industry issues.
- Provides day-to-day oversight, coordination and guidance to the Divisional Project and Executive Officer ensuring effective prioritisation of work, alignment with divisional

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- Minutes are maintained for strategic and operational management meetings and action items are monitored.
- Effective communication processes with relevant organisations and individuals associated with the work of the Division, and in particular the work of the Executive Director, Corporate Services are identified, developed and maintained.

objectives, quality of outputs, and delivery of executive and project support services.

Key deliverables / results

- Executive assistance is provided to support the Executive Director, Corporate Services, achieve day-to-day, and longer-term goals in a fast-paced work environment.
- A professional point of contact is provided to ensure effective communication and working relationships are maintained with PIRSA Divisions, Chief Executive, Office Minister's Office, and other State and Federal government agencies and a wide variety of key stakeholders across government and industry.
- Consultation is undertaken with the Executive Director, and decisions are made to ensure diary appointments reflect the time constraints, Ministerial and business priorities, with appointment changes, events and reminders clearly communicated.
- Meeting dates, agendas, meeting minutes and briefing papers are accurately prepared and distributed in a timely manner.
- Processes are instigated to ensure required supporting information is collated and distributed and that actions arising from Executive Director meetings are monitored and reported on.

- Registrations for seminars and conferences are arranged in a timely manner and travel, accommodation and catering proposals and arrangements are appropriate and coordinated.
- A high quality, confidential, accurate and proficient clerical and word processing service is provided in alignment with appropriate corporate format and standards.
- A responsive and sensitive first point of contact and referral is provided to internal and external customers, including the general public, PIRSA Executive, the Chief Executive's Office, and other PIRSA Divisions, with appropriate information provided to customers and stakeholders.
- Advice is provided to the Executive Director on unresolved and/or emerging department and Ministerial issues and administrative policies and procedures.
- Ensuring the coordination of committees, including minutes are efficiently and effectively maintained, and action items monitored. Assistance is provided with workflows and ministerial queries / briefings, as required.
- Preparing draft responses for briefings, minutes and general correspondence as required.
- Effective oversight and coordination of the Divisional Project and Executive Officer is maintained, ensuring high-quality project, governance and executive support services are delivered, priorities are managed, and divisional outcomes are achieved in a timely manner.

Relationships

- The role reports to the Executive Director, Corporate Services.
- The Principal Corporate Services Lead provides day-to-day direction and operational oversight of the role.
- Roles reporting to this role include the Divisional Project and Executive Officer.

- This role is required to work in close collaboration with divisions in PIRSA, cultivating relationships to build partnerships, develop strategies, plan opportunities and manage risks.
- The Executive Services Officer builds and maintains strong working relationships with a wide variety of stakeholders across government and industry.

Requirements

Qualifications

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| <ul style="list-style-type: none"> • Out of hours work and inter / intrastate travel may be required. • Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit). • You acknowledge your work, health and safety obligations and our expectations when applying for a role. • The incumbent will be required to undertake emergency management training and must be willing to participate in emergency preparedness, response and recovery activities required by government agencies. | <ul style="list-style-type: none"> • Essential: Nil • Desirable: Appropriate tertiary qualification in business, or commerce. |
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Capabilities

Capability	Behaviours
Professional and Technical Knowledge Demonstrates sound knowledge of executive support, administrative processes and records management.	• Is recognised as knowledgeable in agency programs, policies structures, service functions, administrative systems and processes and acts as a source of information internally and externally. • Proficient in the use of Objective, Workflow and the MS Office suite of products in producing a broad range of clear and well formatted documents. • Professionally liaises with a range of stakeholders and manages sensitive and confidential information. • Keeps abreast of changes to systems and processes and proactively deals with problems and interruptions to systems and processes.
Initiative Acts autonomously within scope of duties; looks for alternative ways to ensure work is completed; anticipates problems and acts.	• Produces quality, innovative work with limited supervision. • Acts confidently on judgements and initiatives. • Recognises and acts confidently on opportunities to deal with potential problems.
Communication Communicates effectively with a wide range of people and expresses ideas clearly and coherently, both verbally and in writing.	• Communicates ideas and information in a form well matched to, and well received by, staff at all levels. • Listens carefully, asks questions to clarify meaning and communicates understanding. • Produces high quality written communications that reflect the style and standards of the group.

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Relationship Building and Maintaining Develops productive working relationships with peers, staff and stakeholders by initiating contact, building rapport, understanding needs and delivering to expectations; able to relate to and communicate with people from diverse 'cultures', locations and ages.	• Respectfully interacts with people from diverse backgrounds and experiences, responding positively to their comments and suggestions. • Is friendly, accessible and approachable by staff and customers and shows tact and diplomacy in dealing with people. • Communicates clearly, concisely and effectively both verbally and in writing with people at all levels including proven ability to consult, liaise and influence, and negotiate and manage conflict with tact and diplomacy
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Delegate approval:	Michelle Griffiths 			Date:	10/09/26
Approved and classified by People and Culture:	10 September 2026, Kate Gautier, Senior HR Business Partner				