

Role Description

Position title	Senior Business Support Officer (Finance)
Position number	M52019
Classification	ASO4
Division	Corporate Services
Location	Emergency Services Headquarters, Keswick
Reports to	Team Leader Administration & Finance
Direct reports	No
Version date	October 2026

Why work with us?

We are a volunteer-based emergency response and rescue service. We provide emergency assistance to the South Australian community 24 hours a day, 7 days a week, 365 days a year.

Our vision is of a reliable and trusted volunteer-based organisation building safe and resilient communities.

Our volunteers are supported by a skilled team of paid staff working across multiple areas including volunteer capacity, community engagement, emergency management and hazard planning, training, information systems, infrastructure and assets, operations – state, regional and marine, and corporate services.

Unique Nature of Employment with the South Australian State Emergency Service

Employment with the South Australian State Emergency Service (SASES) is uniquely dual-focused. In addition to the core responsibilities outlined in this Role Description, all SASES staff are required to maintain a level of operational readiness and may be called upon to undertake operational, training or support duties during incidents, emergencies or periods of heightened operational demand.

This may include participation in training, exercises, deployments and other emergency management activities consistent with the individual's capability, qualifications and safety requirements. This dual-role approach reflects the SASES's all-hazards, all-hands ethos and reinforces our collective commitment to supporting volunteers, communities and partner agencies in times of need.



Our Values

At the SASES, we embrace diversity and are committed to fostering a culture of excellence and continuous improvement. Our people form the vital link between our dedicated volunteers - who deliver frontline emergency response to the community - and the *Fire and Emergency Services Act 2005* which provides the legislative framework of our organisation. We share the values of the Public Sector and these guide us in our work. These are:



Service
We proudly serve the community
and the South Australian
Government.



Collaboration and engagement
We create solutions together.



Professionalism
We strive for excellence.



Honesty and integrity
We act truthfully, consistently,
and fairly.



Trust
We have the confidence in the
ability of others.



Courage and tenacity
We never give up.



Respect
We value every individual.



Sustainability
We work to get the best results
for current and future generations
of South Australians.

Role purpose

This role is focused on providing sound financial advice and practical support to our volunteers, District Officers, Regional Commanders and staff on financial management, policy interpretation and business processes. It supports other finance team members through mentoring and support to ensure sound decision making and build awareness of SASES financial policies and procedures.

It is responsible for the timely and accurate processing of financial transactions and support the preparation of business plans, assist units to monitor and manage their expenditure and contribute to building financial confidence and consistency across the organisation.

Key relationships

The Senior Business Support Officer (Finance) reports to the Team Leader, Administration and Finance.

The Senior Business Support Officer (Finance) is required to engage and collaborate effectively with a range of key stakeholders including volunteer members, all SASES staff, Government Officials and their staff, other emergency service staff and members of the public.

Commented [RW1]: Please keep this text as standard.

Key responsibilities (what you will do)

- Review financial systems and processes and contribute to implementing improvements.
- Management of user access and training of financial systems including ANZ Expense Manager System, Basware and Microsoft Financial Reporting Systems using ServiceNow.
- Provide advice, training and support to SES volunteers and staff on finance policies and procedures.
- Monitor and ensure compliance with policies and procedures (e.g. expenditure delegations, purchase cards).
- Research, analyse and report on data, collected internally and externally, and facilitate internal audits.
- Facilitate and manage projects of limited complexity under direction.
- Assist in the monitoring and reporting on internal departmental budgets.
- Contribute to appropriate financial policy and procedure development.
- Establish and maintain effective relationships (e.g. staff, volunteers and external stakeholders).
- Prepare and present financial reports for senior management.
- Identify financial risks and collaborate with the Business Manager to implement appropriate controls.
- Provide guidance and mentoring on Finance to Volunteer Leadership.
- Collaborate closely with internal teams and external partners to resolve financial queries and ensure smooth operations.

Key outcomes (what success looks like)

The key outcomes for this role will include, but are not limited to:

- Ensuring financial transactions are processed in an accurate and timely manner, expenditure budgets are adhered to and audits are completed.
- Provision of sound financial advice in line with SASES processes and procedures utilising highly developed communication skills.
- Provision of high level administrative support with the preparation of budgets, business plans and specific business cases.
- Maintaining strong professional relationships through effective communication and follow up.
- Provision of training, mentoring and support to Business Support Officers in business practices and principles.
- Mentoring and development of volunteer leadership with financial matters to improve team capability and performance.
- Ensuring that finance-related queries from volunteers and staff are resolved promptly, ensuring compliance and satisfaction.
- Participate in continuous improvement initiatives, monitor financial processes in order to enhance financial processes.

Qualification requirements

Tertiary qualification in business, finance or related discipline (Cert or Diploma Level)	Desirable
---	-----------

Commented [RW2]: Are there other essential or desirable qualifications for this particular role?

Essential key competencies (the capabilities you must have)

Financial Operations	Experience in financial analysis, problem solving and providing recommendations.
	Ability to identify and escalate financial risks and compliance issues promptly.
Financial & IT Systems	Demonstrated experience in financial/procurement software systems (ie. Basware, Expenditure Management System, MS Financial Reporting Software).
	Ability to manipulate data to produce meaningful reports.
Supervision & Autonomy	Ability to exercise initiative and sound judgement in identifying problems, formulating and implementing appropriate solutions.
	Ability to mentor and support team members to build capability and performance.
Communication & Interpersonal Skills	High level verbal and written communication skills to be able to effectively communicate financial policies, standards and procedures.
	Sound interpersonal skills including the ability to contribute to a positive team environment, resolve conflicts and negotiate outcomes.
Organisation & Time Management	Ability to perform under pressure, respond quickly to requests and achieve effective results within tight timeframes.
	Advanced skills working with Microsoft suite of products, including MS Excel.

Commented [RW3]: What key competencies does a candidate need for this role?
Text included as example only.

Desirable key competencies (the capabilities you may have)

Emergency Services Experience	Experience in emergency services, incident management, logistics, operational support or similar environments.
Public Sector Experience	Previous experience in the application of government financial and accounting processes.
	Working knowledge of government purchasing and accounting procedures, Treasurer's Instruction, Accounting Standards and relevant Acts, Regulations and Commissioner's standards.
Project Administration	Experience in coordinating small projects under direction, ensuring timely delivery.
	Experience using ServiceNow for service requests and basic Power BI reporting.
	Experience in managing vendor relationships and resolving AP/AR issues effectively.

Special conditions

The incumbent is required to hold a current and unrestricted driver's licence (class C) – desirable.

Intrastate and interstate travel may be required in this role and may include overnight accommodation.

Employment in this role will include frequent rostering for work duties on afternoon, weekend and public holiday shifts. These work duties could include standard duties required in this role and operational duties during emergency situations, in which case, 12-hour shifts may be rostered. During both instances, this work will constitute ordinary hours of duty, and the incumbent will be appropriately remunerated in accordance with the applicable industrial instruments.

Employment is dependent on the satisfactory completion of relevant criminal history and employment screenings. The type of criminal history and employment screenings and the assessment of satisfaction shall be determined by the SASES.

Commented [RW4]: Please try and leave the bulk of this text as standard to support consistency in our RD's. Other specific requirements can and should be added but otherwise, please leave as current listed as much as possible.