Job and Person Specification

Title of Role:	Registration Officer	**Classification:**	ASO3
Business Unit:	Consumer and Business Services	**Division:**	Compliance, Enforcement and Advice
Branch:	Advice and Early Resolution	**Team:**	Conciliation and Assessments

Primary Purpose

The Registration Officer registers requests for regulatory assistance and prepares matters for assessment by ensuring relevant information and supporting material are accurately recorded and available. The role communicates with consumers and other parties, identifies urgent or sensitive matters for timely escalation, and maintains clear and reliable records that support efficient and consistent regulatory decision-making.

Job Environment

The Attorney-General's Department (AGD) is a key portfolio within the South Australian Government, employing more than 1,900 staff. AGD delivers high-level legal services and advice to Ministers and government agencies, provides specialist policy support, oversees regulation and compliance functions, and delivers essential services directly to the community.

CBS is a division of the AGD and is responsible for protecting consumers, supporting and regulating businesses and recording significant life events for South Australians. CBS is customer focussed and flexible in its activities, providing accessible information and services.

All roles at CBS contribute to its vision of being a progressive, proactive and trusted regulator and custodian of key life events, and to its purpose of fostering a safe, fair and trusted marketplace and helping South Australians navigate key life events with confidence.

The Registration Officer operates within established legislation, policies, procedures and service standards, applying initiative and judgement to register matters, identify information requirements and respond to changing priorities. The role works across a broad range of matters and communicates with people who may be distressed, frustrated or unfamiliar with regulatory processes.

This role contributes to CBS' mission of delivering trusted, accessible and effective services by ensuring matters enter the regulatory system accurately and efficiently. Through reliable case preparation, clear communication and sound records, the role supports fair regulatory outcomes and helps protect consumers and maintain confidence in South Australian markets.

Reporting Relationships

- Reports to the Team Leader, Assessments

Key Relationships/Interactions

- Works collaboratively with team members across the Complaints, Advice and Early Resolution branch.
- Managers, Team Leaders and employees across CBS.
- Consumers, traders, tenants, landlords, agents, licensees and other service users.

Key Challenges

- Managing a high volume of incoming matters while maintaining accuracy and timeliness
- Obtaining relevant information from people with differing needs and levels of understanding
- Recognising urgent, sensitive or unusual matters and escalating them promptly

AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all actions, activities and work processes
- Participate in bi-annual Performance Development Plan (PDP)
- Proactively seek learning opportunities, including in the timely completion of all mandatory training requirements
- Comply with the Code of Ethics for the South Australian Public Sector, relevant legislation and AGD policies and procedures
- Employment is dependent upon a compliant National Police Certificate that the AGD finds satisfactory.

Diversity

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves, we are also committed to reconciliation and strongly value First Nation's perspectives in the community and workplace.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Compressed weeks
- Work from home arrangements

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Registration Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Register and prepare matters	• Register requests for regulatory assistance accurately in approved systems. • Review information received and identify material required to prepare a complete matter for assessment. • Organise and record correspondence, documents and supporting information in accordance with records management requirements.	• Matters are registered accurately and within agreed timeframes. • Files are complete, orderly and ready for assessment.
Obtain information and communicate	• Contact consumers, businesses and other parties to provide information and obtain relevant supporting material. • Explain registration processes, information requirements and next steps using clear and approved information. • Provide timely and respectful service, including to people who may be distressed or have additional communication needs.	• Relevant information is obtained efficiently. • Communication is clear, accurate and professional.
Identify priorities and refer matters	• Identify indications of urgency, vulnerability, sensitivity or immediate risk and escalate them promptly. • Direct matters and correspondence to the appropriate team or officer in accordance with established processes.	• Priority matters are recognised and escalated without delay. • Matters are directed accurately.
Maintain quality and records	• Maintain accurate case records and protect personal, confidential and sensitive information. • Undertake routine checks and correct registration or recordkeeping issues. • Contribute practical suggestions to improve registration processes and customer experience.	• Records are accurate, complete and compliant. • Quality issues are identified and addressed.

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Support team delivery	• Manage own workload and communicate emerging pressures or delays. • Work cooperatively with assessment and related teams to support timely progression of matters. • Share information and participate in learning and improvement activities.	• Work is prioritised effectively. • Team service standards and improvement activities are supported.
Contribute to Culture	• Display constructive behaviours in line with AGD's people expectations of self-awareness, building trust, and building teams. • Seek feedback and review personal performance. • Develop effective working relationships, be approachable and work cooperatively with others to achieve outcomes. • Communicate proactively and prioritise workload effectively, asking for guidance and negotiating deadlines where appropriate. • Identify and undertake personal professional development. • Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace.	• Feedback on performance from peers and leaders is positive. • Priorities are effectively communicated and negotiated. • Personal development is undertaken. • Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered. • Respectful behaviour observed when faced with diversity/differences in opinion.

Capabilities relevant to the role (Qualifications, Skills, Knowledge and Experience)

Essential	• Demonstrated ability to process and record detailed information accurately while managing competing priorities and high volumes of work. • Sound written and verbal communication skills, including the ability to obtain information and explain processes clearly and respectfully. • Ability to exercise initiative and judgement in applying established procedures and identifying matters requiring prompt attention. • Sound interpersonal skills and the ability to work constructively with colleagues and people from diverse backgrounds. • Demonstrated ability to use electronic records, case management and standard business systems. • Demonstrated ability to contribute to a constructive workplace culture.
Desirable	• Experience in a customer service, regulatory, complaint-handling or administrative environment. • Knowledge of records management requirements or the ability to acquire this knowledge quickly.

Behavioural Capabilities and AGD People Expectations

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are expected to behave in accordance with the AGD People Expectations of being self-aware, building trust and building teams. Descriptors below detail the behavioural capabilities required for performance in the Registrations Officer role. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism

Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	**Supports Service Delivery Excellence**	Fosters Working Relationships	**Supports Personal Drive and Professionalism**
Foundational	**Understands the Strategic Direction**	**Achieves Individual Results**	Contributes to Service Delivery Excellence	**Maintains Working Relationships**	Demonstrates Personal Drive and Professionalism

Element	Behaviours
Understands the Strategic Direction	• Knows how own work contributes to goals and plans • **Recognises how own work impacts on others** • Identifies risks within own work practices • Contributes to business planning • **Is flexible to changing priorities** • Is open to change and new approaches
Achieves Individual Results	• **Clarifies expectations and instructions from manager/supervisor and seeks assistance as required** • Ensures progress is communicated with manager/supervisor • Follows due process to achieve outcomes • Identifies solutions which are practical and achievable • Delivers results by agreed timeframes • **Pays attention to detail to ensure quality results** • Reorganises work when priorities change • Actively contributes to continuous improvement
Supports Service Delivery Excellence	• Identifies and raises awareness of trends, potential problems and opportunities • Uses capability and expertise of the workgroup to achieve outcomes • **Identifies and delivers high quality internal and external customer service** • Utilises available internal and external resources for optimal outcomes. • Contributes to a culture of financial responsibility, accountability and awareness • Translates performance requirements into achievable outcomes. • **Effectively manages their own performance, managing(or influencing) the wider team performance** • Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role.
Maintains Working Relationships	• Seeks ways to resolve conflict and escalates when appropriate • **Actively seeks relevant information and views from others** • Develops effective working relationships • Shares information and knowledge seeking approval where necessary • Is aware of the situation and audience in work environment • Works cooperatively with others to achieve work outcomes • **Listens attentively and communicates clearly**
Supports Personal Drive and Professionalism	• **Promotes a culture of respect and high ethical standards** • Supports diversity and uses this to enhance outcomes • **Maintains professionalism and confidentiality when dealing with sensitive issues** • Constructively expresses own views and respects the views of others • Is aware of risks and makes decisions accordingly • Remains positive and recovers quickly from setbacks • Adapts effectively to change • Looks for opportunities to engage in development activities • Seeks feedback and reviews own performance • Ensures a focus on wellbeing for self and others and raises concerns where necessary