Position Description

Project Support Officer, Asset and Facility Services

Why work with us

Every child and young person deserves a great education.

We have a strategy that aims to unlock every child's potential now and into the future, one that in partnership with learners, students, parents and the wider South Australian community will build a world-leading public education system. One that is equitable and prioritises learning and wellbeing.

Together we will make our education system the best it can be.

When our children and young people thrive, so do our communities and our state.

Our values

We are part of the South Australian public sector and share the values of:

SERVICE	PROFESSIONALISM	TRUST	RESPECT	COLLABORATION & ENGAGEMENT	HONESTY & INTEGRITY	COURAGE & TENACITY	SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

About this role

The Asset and Facility Services team works in a dynamic environment with a whole of department scope. The Project Support Officer provides flexible project support to help the team achieve its operational goals and objectives. The position requires high levels of confidentiality, discretion, and accuracy as well as effective communication with a diverse range of clients and stakeholders to manage administrative tasks efficiently.

The Project Support Officer reports to the Operations Manager and contributes to continuous improvement by supporting the implementation of asset management initiatives, policies, and procedures.

The role includes conducting confidential research and data analysis, supporting the implementation of team projects and initiatives, and undertaking various projects, research and reporting tasks for the Senior Manager, Operations Manager, Program Manager, Senior Advisers and the Asset and Facility Services team as directed.

The role also contributes to maintaining efficient work practices within the Asset and Facility Services unit.

Position title	Project Support Officer, Asset and Facility Services
Classification	ASO3
Division	Infrastructure Division
Directorate	Assets Strategy and Business Performance
Location	Education Support Hub, 8 Milner Street, Hindmarsh SA 5007
Reports to	Operations Manager, Asset and Facility Services
Direct reports	Nil
Role description date	August 2025

What you will do (key outcomes)

1. Perform various administrative tasks, including capturing and recording client enquiries by taking appropriate actions for maintaining records using the appropriate asset information systems according to the department's records management protocols.
2. Responsible for incoming telephone enquiries, correspondence and emails, taking appropriate actions such as replying directly, redirection to other officers, or seeking advice from team members.
3. Exercise judgement and initiative in responding to general and sensitive issues related to providing support to the Asset and Facility Services team.
4. Provide professional and courteous customer service to build rapport with clients, maintain the Asset and Facilities Management directorate's corporate image, and ensure a high-quality interface between Asset Services and its clients.
5. Liaise, coordinate, and negotiate with relevant units, departmental and other public sector personnel on urgent and confidential matters relating to the Asset and Facility Services programs.
6. Assist in reviewing, developing, and implementing administrative processes that enhance efficiency and improve service delivery to clients and stakeholders, including interpreting standards, practices and procedures and taking appropriate action.
7. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

The capabilities you will bring (key competencies)

- **Support:** Proven experience in providing administrative support to leadership and team personnel within agreed timeframes.
- **Evaluation:** Proven ability to evaluate information and implement appropriate actions, considering urgency, policy position and consistency, and sensitivity.
- **Coordination:** Proven ability to work both independently and cooperatively as part of a team, coordinating and monitoring tasks and flows to achieve outcomes within agreed timelines in a dynamic environment.
- **Technology:** Proven experience using computer packages, including document preparation, presentation, databases, spreadsheets, and electronic communication tools.
- **Communication:** Proven ability to communicate effectively and maintain positive working relationships with staff at all levels.

- **Advisory:** Experience in handling a high volume of enquiries within competing timeframes, identifying customer needs, and interpreting policy, processes, and guidelines to provide effective advice and information.
- **Work Health and Safety:** Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment; and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

Who you will work with (key relationships)	Qualifications
Key relationships / interactions: • Senior Manager, Asset and Facility Services • Operations Manager, Asset and Facility Services • Program Manager, Asset and Facility Services • Senior Adviser, Asset and Facility Services • Asset Operations Coordinator, Asset and Facility Services • Asset Coordinators x 4 • Asset Officer, Asset and Facility Services x 8 • Senior Policy Officer • Asset Information Officer • Compliance Officer Internal working relationships: • Assistant Director, Assets and Facilities • Asset Strategy and Business Performance managers and staff • Other Directorate and Department for Education senior managers and staff • Education Directors, Site leaders and site managers External working relationships: • Infrastructure Division • Office of the Chief Executive staff • Chief Executive and Ministerial staff • Educational sites and communities • Department of Infrastructure and Transport (DIT) and other state government agencies, facilities managers, service providers, contractors and stakeholders including site leaders and the community • Facilities Management Service Provider managers and personnel	Essential: Nil Desirable: Nil

Corporate responsibilities	Special conditions
Keep accurate and complete records Act appropriately in line with the Public Sector Code of Ethics at all times Support diversity and promote an inclusive workplace for everyone Maintain a commitment to Work Health and Safety legislative requirements	Based at the Education Support Hub – 8 Milner Street, Hindmarsh SA 5007 Travel to other department sites may be required You may be required to work between the hours of 8 am and 6 pm. You will need a current driver's license and be willing to drive You may be asked to work out of hours You need to achieve mutually agreed performance goals You must have a current Working with Children Check You must do Responding to Risks of Harm, Abuse and Neglect – Education and Care training You must be an Australian resident or provide evidence you have a current work permit

Assessed by: Valentina Lopez, People and Culture Advisor	Valentina L	Approved by: Peter Bice Director, Asset Strategy and Business Performance	Peter Bice
Date: November 2026		**Date:** November 2026	