Job and Person Specification

Title of Role:	Executive Officer to the Executive Team	**Classification:**	ASO5
Business Unit:	Consumer and Business Services	**Division:**	Strategy, Corporate and Registry Services
Branch	Governance and Human Resources	**Team:**	Executive Office

Primary Purpose

The Executive Officer to the Executive Team provides high-level, confidential executive and administrative support to the Executive Team. Working collaboratively with the Executive Officer to the Commissioner, the role provides confidential executive support to the Executive Team, including proactive management of individual Executive Team members' diaries, schedules, meetings, travel and commitments, and coordination of collective Executive Team workflow and priorities. The role also provides project coordination, research and strategic initiative support to facilitate the delivery of organisational priorities, executive commitments, business improvement activities and key Executive Team initiatives. This includes monitoring progress, coordinating stakeholder input, undertaking research and analysis, and supporting the successful implementation of agreed outcomes.

The Executive Officer to the Executive Team develops effective working relationships across CBS, the Minister's Office, the Office of the Chief Executive and the Attorney-General's Department to coordinate matters requiring the attention of one or more members of the Executive Team. The role supports the effective operation of the Executive Office by coordinating Executive Team workflow, monitoring actions and deadlines, facilitating information flow across portfolios and ensuring Executive Team priorities are progressed effectively. Success in the role is underpinned by the ability to effectively partner with key internal and external stakeholders to deliver a high standard of professional services.

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.

Consumer and Business Services (CBS) is a division of the Attorney-General's Department and is responsible for protecting consumers, supporting and regulating businesses and recording significant life events for South Australians. CBS is customer focused 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 Executive Officer to the Executive Team operates within a complex, dynamic and sensitive environment and is required to exercise discretion, initiative and a high level of judgement under limited direction.

This role supports delivery of the CBS Strategic Plan through effective coordination of Executive Team priorities, decisions and commitments, helping CBS operate as one organisation and deliver responsive services and trusted regulation. The position works closely with other CBS managers, senior officers across AGD, the Minister's Office, and key stakeholders across government and other relevant jurisdictions.

Reporting Relationships

- Reports to the Associate Director, Governance and Human Resources.

Key Relationships/Interactions

- Commissioner for Consumer and Business Services.
- Assistant Commissioners and Senior Managers.
- Executive Officer to the Commissioner.
- Works closely with other senior managers within CBS and across CBS broadly.

- Minister's Office, Office of the Chief Executive and the Attorney-General's Department.
- Engages with internal and external stakeholders and industry bodies.

Key Challenges

- Prioritising competing demands.
- Anticipating and managing expectations.
- Applying sound judgement.
- Interacting with a high degree of professionalism in all verbal and non-verbal forms of communications.
- Protecting sensitive and confidential information.
- Monitoring and progressing multiple executive priorities, projects and organisational initiatives within competing timeframes.
- Exercising initiative and judgement in identifying emerging issues and determining appropriate escalation pathways.

Special Employment Conditions (if relevant)

- Some out of hours work may be required.

AGD Conditions

- 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 Executive Officer to the Executive Team is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Executive Support	• Proactively manage the individual diaries and schedules of Executive Team members, arranging appointments, coordinating competing commitments, responding to invitations on their behalf, and ensuring members are appropriately prepared for meetings and events. • Liaise with the Minister's Office, senior executives, and external stakeholders to facilitate effective communication and resolution of issues.	• Appointments are scheduled in a timely manner and the Executive Team's engagements are managed appropriately. • Relationships are developed and collaborative work undertaken with other

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	• Respond appropriately to enquiries from the Minister, Chief Executive, and senior officers, private organisations and members of the public. • Review all correspondence, determine priorities for attention and bring unresolved matters to the attention of the Executive Team. • Manage all travel requirements, including facilitating transport arrangements for the Executive Team and booking of air travel and accommodation (interstate and overseas if required). • Ensure an appropriate and secure records management system is in place and adhered to for executive information and Executive correspondence. • Organise and support relevant committees, including preparation of agendas, distribution of reference materials, recording and distribution of minutes and following up and investigating administrative matters arising from minutes.	relevant Government departments and industry bodies. • The Executive Team is apprised of any sensitive issues and is regularly informed of urgent or pressing matters including receiving all relevant documentation and material for scheduled meetings and events. • Demonstrates appropriate responses to changes/escalation of priorities relative to matters for the Executive Team. • Support services are provided in a highly professional manner. • The confidentiality of the Executive Office is maintained at all times. • Actionable matters are followed up and reported on time in accordance with the Executive Team's directions.
Executive Coordination and Workflow Management	• Ensure appropriate systems, procedures and information management practices are developed, maintained and reviewed to support the operational efficiency of the Executive Office. • Monitor the quality, timeliness and relevance of support services to core business activities. • Coordinate administrative resources and arrangements required to support significant Executive Office activities, meetings and events. • Contribute to improvements in executive support, administrative coordination and service delivery. • Implement quality assurance and continuous improvement processes within the Executive Office. • Ensure payment of all relevant accounts, reimbursement of the Executive Team's expenses and related financial matters such as monitoring the Executive budget. • Maintain accurate and complete records of business activities, correspondence and electronic data in accordance with the *State Records Act 1997.*	• Executive Office functions are coordinated effectively and provide reliable support to the Executive Team. • Office and administrative systems, procedures and processes are introduced, managed and continually improved to ensure the effective and efficient delivery of financial, records management and administrative functions. • Successful efforts made in order to improve efficiency. • Accurate and timely procurement and payment processes are managed to ensure

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
		Executive Office invoices are successfully actioned. • Financial delegations are exercised according to Treasury instructions and within the limits of delegations.
Administrative Management	• Prepare correspondence, briefing materials and reports on behalf of the Executive Team. • Coordinate the preparation, quality assurance, and timely delivery of ministerial briefings, correspondence, reports, and meeting materials. • Identify emerging issues, risks and priorities, undertake initial analysis and ensure matters requiring attention or advice are escalated to the relevant Executive Team member or senior officer. • Assist the Executive Team in the preparation of materials for the purposes of delivering speeches and presentations. • Co-ordinate closure order requests between CBS and the Minister's Office, including reviewing closure orders to ensure accuracy before facilitating approvals from the relevant Executive and the Minister. • Provide administrative and project support to the Executive Team including liaising with Secretariats of National Committees and researching material across like jurisdictions. • Organise functions, meetings and events hosted by the Executive Team. • Maintain oversight of Executive Team workflow, including cross-portfolio strategic actions, deadlines, commitments and matters requiring collective consideration or decision. • Coordinate and track actions arising from Executive Team meetings and other collective executive decisions, following up responsible officers and escalating delays or issues as appropriate. • Provide administrative support to the Commissioner and Senior Managers as required.	• Correspondence and other documents are accurate and tailored to the appropriate audience. • All correspondence is distributed appropriately and within required time frames • Closure order requests are reviewed and processed accurately, in accordance with legislation, policy, and procedural requirements. • Secretariat support is provided to National Committees, including venue and equipment coordination. • Functions/events are organised in a professional and timely manner. • Anticipate and meet administrative support expectations.
Project and Strategic Initiative Coordination	• Support the planning, coordination and implementation of Executive Team initiatives and organisational priorities, including monitoring milestones, stakeholder engagement and reporting on progress. • Undertake research, analysis and information gathering to support executive decision-making, strategic planning, briefings, reports and presentations. • Liaise with internal and external stakeholders to facilitate the progression of strategic initiatives, actions and outcomes arising from executive meetings, committees, forums and organisational priorities. • Monitor and report on the progress of strategic initiatives and executive priorities, identifying emerging issues, risks and dependencies and escalating matters where appropriate.	• Projects, initiatives and strategic actions are effectively coordinated, monitored and progressed within agreed timeframes, with issues escalated appropriately. • Research, analysis, reports and briefing materials are accurate, timely and support informed decision-making. • Stakeholders are engaged effectively and

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	• Contribute to business improvement activities, including reviewing processes, identifying opportunities for improvement and supporting the implementation of new initiatives within the Executive Office.	organisational priorities are supported through proactive coordination and follow-up. • Improvement opportunities are identified and contribute to more effective Executive Office processes and service delivery.
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	• Extensive experience in the role of Executive Officer to senior executives. • Experience in identifying, analysing and addressing complex issues and making sound judgements in the application of policies and procedures. • Proven ability to analyse issues, exercise sound judgement and identify practical and efficient solutions or appropriate courses of action. • Experience in providing administration assistance to board meetings or stakeholder forums, including coordination of travel and events. • Political astuteness, sensitivity and awareness to Government processes including a sound understanding of the protocols and procedures operating between a Government Department and a Ministerial office. • Well-developed verbal and written communication skills that enable effective and appropriate communication with a broad range of people within all levels and undertake duties of a complex and sensitive nature. • Experience coordinating projects, strategic initiatives or organisational priorities and working collaboratively with stakeholders to achieve outcomes. • Proficient keyboard skills and competent in the use of Microsoft programs, particularly Microsoft Word and various databases.
Desirable	• Experience in the operations of an executive level of an agency. • Experience in the use of Objective records management systems. • Knowledge of the structure and workings of the Public Sector.

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 Executive Officer to the Executive Team 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
Supports strategic direction	• Supports strategic direction and plans. • Communicates plans in practical terms to others. • Identifies and manages risk as appropriate and escalates as necessary. • **Is sensitive to political drivers influencing priorities and decisions.** • Actively participates in business planning. • Contributes to the drive for change and innovation. • **Adapts quickly to changing and emerging priorities.**
Achieves and monitors own results	• Sets and communicates clear expectations around quality of work and timeframes. • Monitors progress towards achieving outcomes. • **Takes responsibility for the delivery of quality and timely results.** • Critically evaluates issues and ensures solutions are practical and achievable. • **Prioritises workload effectively and negotiates deadlines where appropriate.** • Measures performance and acts on opportunities for 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.

Element	Behaviours
Establish Relationships and Engages Others	• Represents the agency and public sector effectively in public and government forums. • **Develops effective working relationships and internal and external networks.** • **Appropriately identifies and collaborates with relevant stakeholders.** • Considers others' perspectives, motives, agenda. • Proactively shares information and knowledge as appropriate. • Tailors approach and communication style to suit the situation and audience. • Actively listens and communicates in a clear and concise manner. • Effectively identifies, manages and resolves conflict.
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.