Job and Person Specification

Title of Role:	Storage Management Officer	**Classification:**	ASO4
Business Unit:	Consumer and Business Services	**Division:**	Compliance, Enforcement and Advice
Branch:	Investigations	**Team:**	Tobacco and Vaping

Primary Purpose

The Storage Management Officer is responsible for the receipt, recording, secure storage, inventory control, movement and authorised destruction of products seized or held by Consumer and Business Services (CBS). The role maintains accurate records and applies established controls to protect product integrity, maintain chain of custody and meet evidentiary requirements.

The role works closely with compliance and investigations staff, storage and destruction providers, and facilities and security teams to support the secure handling, movement and disposal of seized products. It applies approved procedures, identifies storage and inventory issues and contributes to the effective management of secure storage locations.

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 Storage Management Officer works within a controlled regulatory environment involving seized products, restricted access, sensitive records and established handling, retention and destruction requirements. The role exercises sound judgement in managing day-to-day storage activities, maintaining accurate records and identifying risks to product security or evidentiary integrity.

The role supports CBS to be a progressive, proactive and trusted regulator by maintaining secure storage arrangements, accurate records and evidentiary integrity to support effective investigations and enforcement activities.

Reporting Relationships

- Reports to Manager, Tobacco and Vaping.

Key Relationships/Interactions

- CBS and AGD facilities, security and asset management teams.
- Compliance, investigations and enforcement staff.
- Storage, transport, disposal and destruction service providers.
- Other government agencies and external stakeholders as required.

Key Challenges

- Coordinating the storage, movement and destruction of large volumes of seized products across multiple secure storage locations.
- Maintaining accurate records, inventory information and chain-of-custody documentation.
- Coordinating destruction activities within approved operational, evidentiary and regulatory requirements.
- Balancing storage capacity, evidentiary retention requirements and destruction schedules.
- Coordinating contractors and service providers to support storage and destruction activities.
- Ensuring seized products are stored, handled, transferred and destroyed in a secure, compliant and auditable manner.

Special Employment Conditions

- Some out of hours work may be required.
- Requirement to hold a current driver's licence and willingness to drive.
- Intrastate travel may be required.
- Required to work in secure warehouse and storage environments and handle sensitive operational information with confidentiality and integrity.

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

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 Storage Management Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Receipt, Storage and Inventory Control	• Receive seized and other authorised products into storage and verify accompanying documentation, identification, quantities and condition. • Record product location, status, movement and retention information in approved registers and systems. • Store, segregate and handle products in accordance with approved safety, security, evidentiary and operational requirements.	• Products are received, identified and stored securely and accurately. • Inventory records reconcile with physical holdings and are current and auditable. • Storage arrangements comply with approved handling, segregation

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	• Undertake inventory checks and reconciliations and investigate routine discrepancies against source records. • Identify storage capacity, product condition and safety issues and refer significant matters as appropriate.	and safety requirements. • Discrepancies and risks are documented and addressed or escalated promptly.
Evidentiary Integrity and Records	• Maintain complete records of receipt, custody, location, access, movement, release and destruction to support continuity of possession and chain of custody. • Apply approved evidence-handling, retention, access and recordkeeping procedures and preserve product identification and integrity. • Restrict access to authorised persons and maintain accurate access and transfer records. • Identify and report suspected loss, tampering, unauthorised access or other risks to product or evidentiary integrity. • Provide authorised records and information to support investigations, proceedings, audits and management assurance. • Prepare factual witness statements and, when required, attend court or other proceedings to give evidence about the handling, custody, movement or destruction of seized products.	• Chain-of-custody and continuity records are complete, accurate and capable of supporting regulatory or legal proceedings. • Products remain identifiable, traceable and protected from unauthorised access or interference. • Potential compromises are documented and reported promptly. • Records are available to authorised staff and support audit and evidentiary requirements. • Statements and information provided for proceedings are accurate, timely and supported by operational records.
Authorised Movement, Destruction and Disposal	• Coordinate authorised access, collection, transfer, return, destruction and disposal of seized products. • Confirm that required approvals, retention checks and documentation are complete before products are released, transferred or destroyed. • Schedule activities and liaise with investigators, compliance staff, approved transport and destruction providers and other authorised parties. • Verify product identity and quantities at each relevant stage and maintain complete transfer and destruction records. • Witness or otherwise verify destruction outcomes in accordance with approved procedures and escalate any variance or contractor non-compliance.	• Product release, movement and destruction are appropriately authorised and documented. • Transfers and destruction are secure, timely and consistent with evidentiary, regulatory and safety requirements. • Product quantities and identities are reconciled and destruction outcomes are verifiable. • Contractor performance issues and variances are addressed or escalated.
Coordination, Risk and Improvement	• Provide practical advice to authorised staff on storage requirements, access processes, product status and records. • Monitor stock volumes, retention status and storage capacity and prepare information to support destruction scheduling and management oversight.	• Stakeholders receive timely and accurate operational information. • Capacity and retention pressures are identified early and reported.

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	• Liaise with facilities and security staff regarding building access, maintenance, physical security and storage site requirements. • Identify recurring discrepancies, control weaknesses and opportunities to improve storage, inventory and destruction processes. • Contribute to audits, incident reviews, procedure development and implementation of approved improvements.	• Facilities and security issues are raised and addressed promptly. • Improvement opportunities strengthen the security, accuracy and auditability of seized-product management.
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 contribute to a constructive workplace culture. • Experience in stores, warehousing, inventory, evidence, property, logistics or compliance-related operations. • Demonstrated ability to apply detailed procedures and controls and maintain accurate, complete and auditable records. • Understanding of, or demonstrated ability to apply, chain-of-custody, continuity of possession, restricted-access and evidentiary integrity requirements. • Demonstrated ability to reconcile physical holdings against records, investigate routine discrepancies and escalate significant issues appropriately. • Sound judgement and problem-solving skills, including the ability to identify and respond to storage, security and inventory issues. • Well-developed interpersonal and communication skills, including the ability to prepare accurate factual records and statements and work effectively with investigators, compliance staff, contractors and service providers. • Demonstrated ability to manage competing priorities and undertake sensitive operational work with limited supervision. • Demonstrated integrity, discretion and commitment to confidentiality and safe work practices.
Desirable	• Knowledge of regulatory enforcement operations, seized-product management or evidence-handling requirements. • Experience coordinating controlled disposal or destruction activities. • Knowledge of work health and safety requirements relevant to the storage, handling and disposal of seized products.

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 Storage Management 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**
Promotes Strategic Thinking and Change	• **Supports strategic direction and plans** • Actively promotes goals and strategic direction • Translates strategies and goals into achievable plans • Ensures work goals are linked to the bigger picture • Adopts and manages a balanced approach to risk aversion and risk taking • Considers the broader political environment and context when decision making • **Sets aside time to engage in forward planning for his/her area of responsibility** • Drives effective change • **Promotes creative and innovative thinking**
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.
Fosters Working Relationships	• **Develops existing working relationships and internal networks** • Effectively manages conflict and escalates when appropriate • Consults and seeks the views of relevant stakeholders • Develops effective working relationships and internal networks • Shares information and knowledge as appropriate • **Takes into account the situation and audience** • Negotiates as necessary to achieve outcomes • **Actively listens and communicates clearly**

Support 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