

# Role Description



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| <b>Role title:</b>  | <b>Classification:</b>                          |
| Office Administration Trainee   | TRA   |
| <b>Division/Business unit:</b>  | <b>Reports to:</b>                              |
| Ageing, Disability Policy and Safeguarding / Disability Policy and Reform | Senior Project Officer, State Disability Policy |

## Role purpose:

The Office Administration Trainee is a role within Disability Policy and Reform and is accountable to Senior Project Officer, State Disability Policy for:

- Delivering a range of business administration functions to support the unit's operations.
- Assisting with the administration of the Julia Farr Disability Inclusions Grants programs and other committees.
- Contributing to the implementation of efficient work practices and processes.

## Key outcomes and accountabilities:

1. Provide general administrative support including filing, data entry, and maintaining accurate records to ensure smooth daily operations of the unit.
2. Assist with meeting coordination by scheduling appointments, preparing agendas, distributing minutes, and supporting logistics for meetings and committees.
3. Support the administration of Julia Farr Disability Inclusions Grants programs by tracking applications, maintaining databases, and assisting with correspondence and reporting requirements.
4. Deliver professional customer service through timely and courteous communication via phone, email, and in-person interactions with internal and external stakeholders.
5. Contribute to project and program activities by assisting with documentation, monitoring timelines, and supporting implementation tasks under supervision.
6. Maintain confidentiality and comply with departmental policies including data protection, ethical conduct, and respectful workplace practices.
7. Actively participate in learning and development by completing Certificate III in Business Administration and applying acquired skills to enhance performance and contribute to team goals.

*Note:* Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

## Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

- Appointment to this role includes entering into a formal Contract of Training with a registered training organisation (RTO), as part of participation in the Certificate III in Business Administration program. This contract is a condition of employment and ensures the integrity and success of the traineeship.
- The trainee will be supervised and supported by qualified staff, and must comply with the training plan, attend scheduled sessions, and complete all required assessments.
- Any changes to the Contract of Training, such as early completion, extension, or termination must be formally agreed upon by all parties.

#### Key Relationships/Interactions:

- Senior Project Officer, State Disability Policy (line manager)
- Briefings and Business Support Officers, State Disability Policy
- Managers and staff within the Disability Policy and Reform directorate
- Disability Minister's Advisory Council Secretariat
- Departmental staff across various units
- Registered Training Organisation (RTO)

#### Budget/Delegations:

No budget or delegation accountabilities.

#### DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

#### Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Organisation and Time Management** – Ability to prioritise tasks, manage deadlines, and maintain accuracy and attention to detail in a dynamic administrative environment.
2. **Communication Skills** – Ability to develop strong written and verbal communication skills to engage professionally with colleagues, stakeholders, and members of the public across various platforms.
3. **Digital Literacy** – Basic proficiency in Microsoft Office applications and a willingness to learn internal systems and digital tools.
4. **Teamwork and Initiative** – Demonstrated ability to work collaboratively within a team while showing initiative and accountability when completing individual tasks.

5. **Commitment to Learning** – Active participation in Certificate III in Business Administration and application of acquired knowledge to support workplace responsibilities.
6. **Adaptability and Problem Solving** – Willingness to take on new tasks, respond positively to feedback, and apply practical thinking to resolve routine issues or improve processes.

**Qualifications:**

No prior formal qualifications or extensive experience are required; however, successful completion of the Certificate III in Business Administration is a mandatory component of the role.

**Key leadership competencies and expected behaviours at this classification:**

**Understands strategic direction**

- Understands the shared vision for the business unit (BU).
- Understands purpose and expectations, and strives to reach collective goals.
- Considers multiple perspectives and organisational context of their role.
- Maintains a continuous learning approach and adapts to changes.
- Solves ad hoc problems; evaluates alternative solutions and makes recommendations.

**Addresses clients' needs**

- Delivers results and improvements to meet agreed outcomes of their role.
- Positions own role and skill development to meet the needs of the team.
- Makes effective and well-informed decisions about routine issues affecting the team and individual role.
- Abides by the laws, regulations and policies that apply to their role.
- Holds self-accountable for achieving outcomes and communicates progress with manager.
- Monitors and acts on feedback to improve own performance.
- Builds technical knowledge in own role to support organisational objectives.

**Contributes to service delivery excellence**

- Takes accountability for delivering assigned objectives.
- Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.
- Provides ongoing feedback to others.
- Seeks out and participates in learning opportunities that will help meet agreed performance standards.
- Strives to deliver excellent customer service by understanding needs.
- Manages time and other resources effectively.



**Engages in positive working relationships**

- Acts professionally within the boundaries of the organisation.
- Conveys facts, concepts and technical information adapting communication style to meet the audience.
- Listens to different ideas and discusses issues with consideration and care.
- Readily shares information and promotes a friendly, inclusive environment.
- Participates in professional networks and forums with team members, stakeholders and clients.
- Responds appropriately to others in an open and honest manner.

**Demonstrates personal drive and professionalism**

- Behaves consistently with the principles, values and ethics of the organisation.
- Acts confidently when providing advice and information; acknowledges mistakes and learns from them.
- Remains positive and focused on achieving objectives in difficult circumstances.
- Seeks opportunities to build knowledge, skills and self-awareness.
- Understands, values and responds to diversity, and treats people with respect.
- Looks after own health, safety and wellbeing, and raises concerns where necessary.

**Approval:**

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| Assessed by: James Johnson, Human Resources Business Partner          |  | Date: 19/05/2026 |
| Approved by: Gabrielle Hummel, Director, Disability Policy and Reform |  | Date: 31/03/2026 |