Role Description

Role title:	Classification:
Program Support Officer	ASO4
Division/Business unit:	**Reports to:**
Finance, Digital and Customer Support / Concessions CARE Program	Program Director, Concessions CARE

Role purpose:

The Program Support Officer is a role within the Finance, Digital and Customer Support and is accountable to the Program Director, Concessions CARE for:

- Providing a range of administrative and project support services which contribute to the efficient and effective operation of the Concessions CARE Program.
- Assisting project managers and team members in administrative tasks, documentation, coordination, and communication.
- Building and maintaining strong internal and external relationships across the Concessions CARE Program.

Key outcomes and accountabilities:

1. Maintain timelines and provide regular program reports/updates, coordinate briefing activities and other relevant correspondence as required.
2. Provide project coordination and project management support by developing and reviewing program and planning schedules, preparing detailed reports and coordinating all relevant project reporting requirements, and administration tasks across the Concessions CARE Program.
3. Undertake general administrative duties to support the management of program delivery and team operations including diary management, meeting and workshop coordination, preparation of meeting agendas and documentation, compilation of meeting minutes and coordination of training, travel and events.
4. Provide a range of human resources, procurement, administration, and financial support services in accordance with DHS policy, procedures, and processes.
5. Maintain project management and administration records, databases processes and systems with a high degree of accuracy to ensure data and information is fit for purpose.
6. Build positive and effective relationships with all internal and external stakeholders through formal and informal communication strategies based on a professional, collaborative, inclusive and sensitive approach.

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. • Some out of hours work may be required based on the requirements of the program's delivery.

Key Relationships/Interactions:
• Program Director, Concessions CARE (line manager) • Concessions CARE Program team members • Executives and Senior Managers across the Department • Vendors, suppliers and service providers • Other state government agencies or non-government organisations

Budget/Delegations:
No budget or delegation accountabilities for this role.

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. **Administrative Support** – Utilise experience in providing financial, human resources, procurement and general administrative support in a high pressure project environment.
2. **Communication** – Demonstrate excellent oral and written communication skills with the ability to convey information and concepts to a range of internal and external stakeholders.
3. **Project Management** – Experience in a project support role including maintaining project documentation such as project plans, schedules and reports, and proficiency in project management tools and software.
4. **Resource Coordination** – Provide assistance in resource allocation and coordination to ensure that project teams have the necessary tools, equipment, and support.
5. **Risk and Issue Management** – Understand how to identify and when to escalate project risks or issues to the project manager/Director and then work collaboratively with team members to develop and implement mitigation strategies.
6. **Relationships and Partnerships** – Develop and maintain productive working relationships with all levels of the team, and broader stakeholders within and external to DHS.
7. **Time Management** – Demonstrated ability to organise priorities, meet deadlines, apply attention to detail, and exercise initiative and judgment to successfully deliver outcomes.

Qualifications:

Desirable: Tertiary qualification in business administration, project management, or a related field, or certification in project management (e.g., CAPM, PMP).

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:		
Assessed by: Mia Sarcina, Assistant HR Business Partner		Date: 09/10/2026
Approved by: Olga Aoukar, Director, Concessions and Interpreting Services		Date: 09/10/2026