

Role Description



Role title:	Classification:
Senior Business Support Officer – Administration	ASO3
Division/Business unit:	Reports to:
Community and Aboriginal Partnerships / Youth Justice and Inclusion Support / Business Services Unit	Team Leader, Business Services

Role purpose:

The Senior Business Support Officer is a role within the Business Services Unit and is accountable to the Team Leader, Business Services for:

- Providing an efficient, effective, and comprehensive customer support to facilitate the day-to-day operations of the Business.
- Providing a high quality of service relating to financial support.
- Providing a high level of service relating to human resources support.
- Contributing to the development and review of local business practices and procedures.
- Liaising with internal and external stakeholders to establish and maintain productive working relationships.
- Assisting the Team Leader, Administration in administrative matters and projects as required.

Key outcomes and accountabilities:

1. Undertake a range of business support functions (such as coordination systems access for staff, financial, human resources, IT and asset management) that facilitate and deliver operational effectiveness, support, continuous improvement and contribute to meeting Directorate and Division goals and Departmental policies.
2. Maintain and monitor inventories and systems to ensure the accuracy and integrity of a range of information (including fleet and asset management) and produce accurate and timely reports.
3. Provide an accurate payroll support service, including data entry into Dimensions to enable a timely interface with Shared Services payroll systems (Chris 21).
4. Coordinate purchasing requirements, within approved guidelines and liaise with corporate finance on reporting requirements and undertake basic installation and coordination of maintenance of computer and office equipment.
5. Provide a high level of administrative and confidential support to meetings as required, by preparing agenda and minutes and distribution in a timely manner.
6. Develop and maintain effective working relationships with peers, staff, and stakeholders to deliver proactive communications and services.
7. Contribute to the review of systems and office practices by assisting in the development and implementation of appropriate records management through involvement in specific projects including undertaking minor project work.

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.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Will be required to work at various locations (Adelaide CBD and Kurlana Tapa Youth Justice Centre) on a rotational basis.

Key Relationships/Interactions:

- Team Leader, Business Services (line manager)
- Business Services Unit
- Youth Justice and Inclusion Support staff
- Other Government Departments
- Internal Stakeholders and Service Providers

Budget/Delegations:

No budget or delegations 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 Experience** – Utilise experience in providing a range of administrative support services, including finance, human resources, asset, fleet, procurement, information, and records management.
2. **Time Management** – Proven high level organisational and time management skills, to manage a high and varied workload, use initiative and judgement to resolve problems, prioritise and coordinate workloads to meet numerous critical deadlines.
3. **Attention to Detail** – Check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.

4. **Communication** – Proven communication and interpersonal skills to liaise effectively with clients and staff at all levels in government and non-government agencies and work effectively as a team member and independently with minimum supervision.
5. **Teamwork** – Proven ability to work collaboratively by developing team relationships and encourage active participation from all team members while encouraging others to express their ideas and seek input to gain a variety of viewpoints.
6. **Workload Management** – Respond to changing priorities and adapt approaches to accommodate new operational environments. Establish links between current goals/initiatives and the departmental values. Evaluate personal progress and develop new approaches to increase knowledge base and skill sets.
7. **Respect Cultural Diversity** – Utilise experience in providing services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds as well as engaging in learning about other cultures to better establish relationships and improve services.

Qualifications:

Desirable: Tertiary qualification in business administration or other relevant areas or equivalent expertise gained from a combination of experience, training or professional accreditation.

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: Claudia Dalle-Nogare, Human Resources Business Partner

CD-N

Date: 19/12/2025

Approved by: Mellanie Fernandez, Director, Youth Justice and Inclusion Support

*Mellanie Fernandez*Date:
19/12/2025