Role Description

Role title:	Classification:
Briefings and Business Support Coordinator	ASO4
Division/Business unit:	**Reports to:**
Inclusion Policy and Reform, Social Inclusion Policy and Partnerships	Assistant Director, Social Inclusion Policy and Partnerships

Role purpose:

The Briefings and Business Support Coordinator is a role within Social Inclusion and is accountable to the Assistant Director, Social Inclusion Policy and Partnerships for:

- Coordination of briefings and ministerial responses for Ministers and the Chief Executive including providing timely advice on the various briefing processes to be utilised and the appropriate recording and monitoring of responses.
- Contributing to the provision of a comprehensive range of activities which support the development and implementation of various policy and strategy initiatives including undertaking data collection, research and preparing reports or correspondence.
- A range of functions which contribute to an effective and efficient briefing, liaison and correspondence service, undertaking tasks designed to expedite and improve information flow and the delivery of efficient work practices.

Key outcomes and accountabilities:

1. Develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communication services in response to confidential, sensitive and urgent matters.
2. Respond to tight deadlines and matters of a critical or complex nature under limited direction including taking prompt action to solve problems and act decisively on own judgement.
3. Facilitate high quality and timely responses to requests for critical and time-sensitive information, ensuring the presentation and composition of briefings and draft responses reflect policy, priority and sensitivity to the political context of issues.
4. Provide supervision to the Administrative Officer including managing workloads and changing priorities to meet work objectives and accommodate new operational environments.
5. Oversee human resources matters, including screening checks, and business support financial matters.
6. Maintain accurate records relating to Ministerial and Chief Executive correspondence and briefings within the departments records management systems and analyse data to assist with determining key areas for improvement of service response initiatives.

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.

Key Relationships/Interactions:

- Assistant Director, Social Inclusion Policy and Partnerships (line manager)
- Administrative Officer
- Director, Inclusion Policy and Reform
- Assistant Directors and Managers within Inclusion Policy and Reform
- DHS Executives, Directors and support staff
- Chief Executive and Minister's office
- Other Government and non-Government agency representatives

Budget/Delegations:

Level 5 HR delegations.

No budget 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.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

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

1. **Accountability and Decision Making -** Take responsibility for and is able to demonstrate justifiable reasons for actions and decisions. Make decisions within area of responsibility, evaluating all available information and acting in line with organisational policy and values.
2. **Initiative and Problem Solving -** Take prompt action to solve problems, act on own judgement without prompting, look to go beyond job requirements to achieve objectives, analyse problems and think creatively to negotiate and implement sound solutions.
3. **Networking -** Develop and maintain constructive and effective working relationships, which foster the trust and cooperation of a wide cross section of key stakeholders, staff and communities.
4. **Time Management and Goal Setting -** Demonstrate ability to set and achieve goals by managing time, tasks and risk. Meet deadlines and manage heavy workloads.

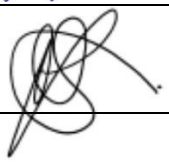
5. **Autonomy -** Ability to work unsupervised, handle high volumes of work, to use initiative, organise priorities and meet deadlines.
6. **Support and Develop Others -** Provide advice and support to the Administrative Officer. Share knowledge and experience to build capability within the team.

Qualifications:

Essential: Nil

Desirable: Nil

Key leadership competencies and expected behaviours at this classification:
Supports and implements strategic direction ☒ Understands the big picture and contributes to the development of strategic direction for the BU. ☒ Assumes ownership of team goals and business objectives. ☐ Works with a whole-of-government mindset and aligns objectives with organisational priorities. ☒ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty. ☐ Identifies and analyses complex problems relating to the team's work objectives.
Achieves and monitors own results ☐ Delivers results and improvements to meet team objectives. ☒ Evaluates existing systems and resources, and identifies opportunities for development and improvement. ☒ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations. ☐ Abides by the laws, regulations and policies determining team and individual role activities. ☒ Holds self and others accountable for reaching team outcomes, and escalates issues where necessary. ☐ Monitors team/project performance and seeks feedback to guide improvements. ☒ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.
Enhances service delivery excellence ☐ Adds value to the BU by setting, reaching and encouraging high performance standards. ☒ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business. ☐ Provides others with ongoing feedback and coaching for development. ☐ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards. ☒ Embeds a strong customer service ethos by understanding needs. ☒ Effectively manages resources to meet competing and complex demands.
Cultivates productive working relationships ☐ Seeks to understand the perspectives of others and the implication in the wider public sector. ☐ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon ☐ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds. ☐ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes. ☒ Engages in strategic relationships with internal and external stakeholders. ☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly
Exhibits personal drive and professionalism ☒ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour. ☐ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes. ☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner. ☐ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others. ☐ Promotes a culture that values respect and diversity within the team, and models this in all interactions. ☐ Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:		
Assessed by: James Johnson, Assistant Human Resources Business Partner		Date: 01/02/2024
Approved by: Liana France, Director Inclusion Policy and Reform		Date: 19/02/2024