

# Job and Person Specification

<b>Title of Role:</b>	Senior Administration Officer	<b>Remuneration Level:</b>	ASO2
<b>Business Unit:</b>	Community, Retail and Business Services Industry Team	<b>Type of Appointment:</b>	Ongoing
<b>Division:</b>	SafeWork SA	<b>Position Number:</b>	

## Job and Person Specification Approval

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### Primary Purpose

The Senior Administration Officer provides a range of administrative, records management, human resources, financial services and team support. This includes supporting project activities and contributing to the development and delivery of plans in the delivery of agency business.

### Reporting Relationships

- Manager Construction

### Key Relationships/Interactions

- SafeWork SA's Executive and Managers
- Community, Retail and Business Services Industry Team
- Other SafeWork SA directorates
- Customers including Persons Conducting a Business or Undertaking (PCBUs), occupation licence holders, businesses, workers and the wider community
- Various stakeholders, including industry associations, unions and worker representatives
- Other government agencies and statutory authorities (state and national).

### Key Challenges

- Deliver high level customer services within a culture of excellence, continuous improvement, flexibility and adaptability
- Maintaining high quality output in an environment of competing priorities
- Working in a politically sensitive environment
- Developing and improving systems of work
- Effectively liaise with industry, business and employee representatives and groups

### AGD Conditions

- Participation in annual performance review and development
- Actively participate in all mandatory training requirements
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code)
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory

### Flexible Working Arrangement Options (Optional Insertion)

- Flexible working arrangements will be considered upon request



## 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 Senior Administration Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<p><b>Customer services</b></p>	<ul style="list-style-type: none"> <li>• Ensure the provision of high quality, accurate, consistent and timely administrative services to internal and external customers</li> <li>• Foster and maintain strong and effective working relationships with team members and other SafeWork SA staff</li> <li>• Collaborate across the team to continuously improve the performance and consistency of service delivery</li> <li>• Participate in projects and activities that contribute to the key priorities of the agency, directorate and team</li> <li>• Pursue innovative solutions that make it easier for our customers to do business with us</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate Public Sector Values – service, professionalism, trust, respect, collaboration and engagement, honesty and integrity, courage and tenacity, and sustainability</li> <li>• Achieve agreed administrative service standards that support the team's and agency's agreed business objectives</li> <li>• Recommend solutions to address issues identified in processes and workflows to improve efficiencies and effectiveness in service delivery</li> <li>• Team KPIs are met</li> <li>• Achieve agreed service standards for quality and timeliness ensuring they are met or exceeded</li> <li>• Achieve goals that lead to successful project outcomes</li> <li>• Positive and professional relationships established to foster business delivery</li> </ul>



<p><b>Resource management</b></p>	<ul style="list-style-type: none"> <li>• Effectively manage own workloads</li> <li>• Coordinate the team administrative duties such as processing of HR forms, invoices, bills, and log books</li> <li>• Arrange travel requirements for members of the team</li> <li>• Create, maintain and archive InfoNet and RecFind files in accordance with State Records requirements</li> <li>• Continually assess, improve and maintain existing administrative policies and procedures</li> <li>• Actively contribute to increasing customer service satisfaction (internal and external) and workplace effectiveness</li> <li>• Adhere to all departmental policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Team KPIs are met</li> <li>• HR forms are accurate and processed to payroll within agreed timeframes</li> <li>• Invoices and financial reports are processed within agreed timeframes</li> <li>• Travel and accommodation is in accordance with AGD policies and procedures</li> <li>• Records are maintained and archived in accordance with State Records requirements</li> <li>• Administrative policies and procedures represent best practice and efficiency</li> <li>• Ensure compliance with all departmental policies and procedures</li> </ul>
<p><b>SA's Strategic Priorities</b></p>	<ul style="list-style-type: none"> <li>• Contribute to work injury reduction to achieve the SASP T21 Greater Safety at Work (Priority 2: Safe Communities)</li> <li>• Deliver services through a 'culture of innovation and enterprise (Approach 1)</li> </ul>	<ul style="list-style-type: none"> <li>• Provide high quality services that contribute to improving work health and safety performance (SASP T21)</li> <li>• Improve business efficiency through 'lean' process and technology</li> </ul>
<p><b>Whole of Government objectives</b></p>	<ul style="list-style-type: none"> <li>• Contribute to reducing regulatory burden and red tape for business without compromising safety requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Review systems and make recommendations for their removal or reduce their impact on business without compromising work and public safety</li> </ul>
<p><b>Legislative requirements</b></p>	<ul style="list-style-type: none"> <li>• Responsible and accountable for adhering to the requirements of the WHS Act 2012; relevant WHS Regulations 2012; the Equal Opportunity Act 1984; the PS Act 2009; the Code of Ethics for Public Sector employees; the principles of diversity; and the Department's policies and procedures;</li> <li>• Keep accurate and complete records of business activities in accordance with the State Records Act 1997.</li> </ul>	<ul style="list-style-type: none"> <li>• Active participation and contribution in responsible and safe work practices.</li> <li>• Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department;</li> <li>• Documents and correspondence filed according to States Records Act, 1997.</li> </ul>



**Technical Expertise**

**Qualifications, Skills, Knowledge and Experience relevant to the role**

<p><b>Technical Expertise (Essential)</b></p>	<ul style="list-style-type: none"> <li>• High level written and verbal communication and interpersonal skills and the ability to handle sensitive issues and information, ensuring confidentiality</li> <li>• Ability to work in a team environment and contribute to a spirit of team cooperation</li> <li>• High order organisational skills and ability to cope with and assess high volumes of work, set own work priorities and meet tight timeframes</li> <li>• Demonstrated experience in delivering high quality administrative support services</li> <li>• High level of competence in the use of relevant computer packages, including electronic databases</li> </ul>
<p><b>Technical Expertise (Desirable)</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of Government records management requirements and related procedures and processes</li> <li>• Accredited Business Administration qualification</li> <li>• Knowledge of the functions and role of SafeWork SA</li> <li>• Experience in preparing minutes, letters and/or reports</li> <li>• Competency in the use of Recfind and Basware (or similar) programs</li> </ul>



### Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Senior Administration Officer. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in AGD's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category and level	Behaviours
<b>Strategic Focus</b>	<ul style="list-style-type: none"> <li>• <b>Supports strategic direction and plans</b></li> <li>• Recognises how own work impacts on others</li> <li>• Identifies risks within own work practices</li> <li>• <b>Is flexible to changing priorities</b></li> <li>• Is open to change and new approaches</li> </ul>
<b>Results Orientation</b>	<ul style="list-style-type: none"> <li>• <b>Takes responsibility for the delivery of quality and timely results</b></li> <li>• Ensures progress is communicated with manager/supervisor</li> <li>• Actively contributes to continuous improvement</li> <li>• <b>Pays attention to detail to ensure quality results</b></li> <li>• Prioritises workload effectively and negotiates deadlines where appropriate</li> </ul>
<b>Service Delivery Excellence</b>	<ul style="list-style-type: none"> <li>• <b>Identifies and delivers high quality internal and external customer service</b></li> <li>• Adheres to performance requirements to achieve work outcomes</li> <li>• Shares capability and expertise to achieve outcomes</li> <li>• Participates in a culture of financial responsibility, accountability and awareness</li> <li>• <b>Effectively manages their own performance positively contributing to team performance</b></li> <li>• Utilises available internal resources for optimal outcomes</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• <b>Develops effective working relationships and internal networks</b></li> <li>• Actively seeks relevant information and views from others</li> <li>• Shares information and knowledge seeking approval where necessary</li> <li>• <b>Works cooperatively with others to achieve work outcomes</b></li> <li>• Listens attentively and communicates clearly</li> </ul>
<b>Professional approach and drive</b>	<ul style="list-style-type: none"> <li>• <b>Maintains professionalism and confidentiality when dealing with sensitive issues</b></li> <li>• <b>Contributes to a culture of respect and high ethical standards</b></li> <li>• Looks after own wellbeing and raises concerns where necessary</li> <li>• Pro-actively seeks to develop skills and knowledge</li> <li>• Receptive to feedback and uses feedback to improve performance</li> </ul>

Acknowledged by occupant

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(Print name)

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(Signature)

Acknowledged by line manager

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(Print name)

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