

# Department for Child Protection

<b>ROLE TITLE:</b>	<b>Recruitment Support Officer</b>	<b>DIRECTORATE</b>	<b>Human Resources</b>
<b>CLASSIFICATION:</b>	<b>ASO2</b>	<b>BUSINESS UNIT</b>	<b>HR Performance and Operations</b>
<b>POSITION NO:</b>	<b>P05901</b>	<b>FTE</b>	<b>1.0</b>
<b>DATE REVIEWED:</b>	<b>August 2020</b>		
<b>REPORTS TO:</b>	<b>Team Leader, Recruitment</b>	<b>ROLES REPORTING TO THIS ROLE: Nil</b>	
<b>ROLE PURPOSE:</b> The Recruitment Support Officer is a role within the Department for Child Protection (DCP) and is accountable to the Team Leader, Recruitment for the delivery of accurate and timely recruitment advertising and coordination and assistance with selection activities across the Department. This role supports other members of the HR Team through the delivery of a comprehensive administrative support service for large scale recruitment and selection processes and campaigns for DCP using the Departments eRecruitment system. This role contributes to the accurate and timely advertising of all DCP vacancies in accordance with current government requirements, including providing general advice on various diversity programs. This role also contributes to other activities within the team including maintaining the careers website, preparing standard reports from the E-Recruitment System, liaising with Hiring Managers and potential employees of DCP on general recruitment enquiries via the management of the recruitment inbox.			
<b>KEY OUTCOMES:</b> <div><div><div>1. Contribute to the maintenance and operation of the eRecruitment system for large scale recruitment campaigns by ensuring high standards of candidate management are maintained through the use of this system.</div><div>2. Use the eRecruitment system to manage all correspondence and communication with candidates including ensuring the accurate and timely scheduling of a wide range of recruitment activities including making bookings and liaising with candidates on progress throughout the selection process.</div><div>3. Ensure that all functional recruitment activities are managed using the Department’s eRecruitment system by liaising with Hiring Managers on its use, providing general advice and assistance and ensuring all records for major campaigns are stored correctly on the system.</div><div>4. Provide candidates with a positive experience through all phases of the large scale recruitment process by maintaining communication and promptly responding to queries or concerns</div><div>5. Contribute to ensuring that recruitment and selection processes are conducted in accordance with current government requirements, including ensuring the conduct of pre-employment processes.</div></div><div><div>6. Support good practice recruitment by answering general enquiries and responding to difficult issues including escalating more complex matters as appropriate, using tact and discretion.</div><div>7. Contribute to the timely and accurate advertising of all DCP vacancies via the eRecruitment system by processing requests to advertise, including liaising with Hiring Managers on requirements for advertising.</div><div>8. Provide administrative support in the delivery of effective recruitment by actioning a range of activities in line with agreed administrative processes and protocols.</div><div>9. Undertaking minor research, preparing briefs and letters as required.</div><div>10. Contributing to project work in relation to Recruitment and HR Operational systems and processes.</div><div>11. Participating in team meetings, forums and training and development opportunities.</div><div>12. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards and injuries in accordance with DCP policy &amp; procedure, and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.</div></div></div>			
<b>KEY RELATIONSHIPS/INTERACTIONS:</b> <div><div><div>• Team Leader, Recruitment</div><div>• Recruitment Consultants</div><div>• HR Staff</div><div>• Managers and Supervisors across DCP</div></div><div><div>• Applicants for employment</div><div>• Other government and non-government departments</div></div></div>		<b>QUALIFICATIONS:</b> <b>Essential:</b> Nil  <b>Desirable:</b> Nil	



**KEY SELECTION CRITERIA:**

- High level communication skills including the ability to provide advice to a diverse range of people
- Demonstrated ability to build and maintain effective working relationships with a broad range of internal and external stakeholders
- Sound organisational skills and the ability to maintain accuracy whilst managing high volumes of work within specified timelines
- High level attention to detail and ability to process large volumes information using electronic systems
- Experience in human resource administration/support role or equivalent
- Ability to use information and/or HR management systems and databases
- Knowledge of general recruitment and selection practices
- Knowledge and commitment to promoting and creating a safe and inclusive work environment.

**CRE CAPABILITIES & EXPECTED BEHAVIOURS****Implements Change**

- Prepares for change
- Implements and monitors change
- Works with ambiguity in the workplace
- Has an appreciation of systems thinking

**Addresses Client Needs**

- Assists clients to articulate needs
- Satisfies client needs
- Exercises judgment to resolve client service issues
- Responds to enquiries
- Receives and gives directions
- Participates in meetings
- Makes presentations within the workgroup

**Works Effectively in the Organisation**

- Applies information relating to the machinery of government
- Applies knowledge of organisational functions
- Applies knowledge of protocols

**Gives and Receives Workplace Feedback**

- Seeks and acts on workplace feedback
- Provides informal feedback in the workplace
- Provides formal feedback in the workplace
- Participates in learning to update knowledge and practice, targeted to professional needs and/or system priorities

**Maintains and Enhances Confidence in SA Public Education and Care**

- Applies ethical standards
- Deals with ethical problems
- Understands the implications of and complies with relevant legislative, administrative, organisational and professional requirements, policies and processes

**Contributes to Workgroup Activities**

- Establishes workgroup parameters

**PUBLIC SECTOR VALUES**

- ✓ **Service:**  
*We proudly serve the community and Government of South Australia*
- ✓ **Professionalism:**  
*We strive for excellence*
- ✓ **Trust:**  
*We have confidence in the ability of others*
- ✓ **Respect:**  
*We value every individual*

- ✓ **Collaboration & Engagement:**  
*We create solutions together*
- ✓ **Honesty & Integrity:**  
*We act truthfully, consistently and fairly*
- ✓ **Courage & Tenacity:**  
*We never give up*
- ✓ **Sustainability:**  
*We work to get the best results for the current and future generations of South Australians*

**CORPORATE RESPONSIBILITIES**

- Keeping accurate and complete records of business activities in accordance with the State Records Act 1997.
- Maintaining a commitment to the Public Sector Act 2009, Ethical Conduct and the legislative requirements of the Public Sector Act 2009 and Work Health and Safety Act 2012.
- Supporting and advocating Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under-represented groups.
- Understand and follow the requirements of confidentiality within the Children and Young People (Safety) Act 2017 and relevant DCP policies and procedures to facilitate appropriate information sharing practice within the context of DCP.



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<p><b><u>Builds and Maintains Internal and External Networks</u></b></p> <ul style="list-style-type: none"> <li>• Identifies key internal stakeholders</li> <li>• Builds internal links with key internal stakeholders</li> <li>• Participates in professional and community networks and forums to broaden and improve practice</li> </ul>	<ul style="list-style-type: none"> <li>• Participates in the workgroup</li> <li>• Assists workgroup members</li> <li>• Recognises and values individual differences</li> <li>• Works effectively with diverse clients and colleagues</li> <li>• Keeps up-to-date and seeks continuous improvement in the professional discipline</li> </ul>	<p><b>SPECIAL CONDITIONS</b></p> <ul style="list-style-type: none"> <li>• The successful applicant is required to gain a Department of Human Services (DHS) working with children check (WWCC) prior to being employed which is required to be renewed every five years before expiry.</li> <li>• Some out of hours work may be required.</li> <li>• Some intra/interstate travel (including in small aircraft) may be required.</li> <li>• The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Team Leader, Recruitment.</li> <li>• The incumbent will be required to undertake Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.</li> <li>• May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.</li> <li>• Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).</li> </ul>
<p>Approval Date: 27 August 2020</p>		

