

Executive Assistant to the Chief Information Officer

Department for Child Protection

OFFICIAL

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential.*

CLASSIFICATION:	ASO4	DIRECTORATE:	Information and Communication Technology
REPORTS TO:	Chief Information Officer	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Executive Assistant to the Chief Information Officer is a role within the Department for Child Protection (DCP) and is accountable to the Chief Information Officer (CIO) to provide a high level of confidential, secretarial and comprehensive administrative support to the CIO and ICT and Information Management Directorate. The Executive Assistant will manage the logistics and protocols associated with functions of the office of the CIO, initiate responses to enquiries from the public and senior departmental officers and conduct research on behalf of the CIO.

YOU WILL BE ADDING VALUE BY:

1. Provide a comprehensive personal and confidential secretarial, administrative and project support service to the CIO by:
 - Maintaining the CIO's appointment diary and monitoring telephone calls
 - Preparing and collating correspondence, documents and information required for meetings
 - Arranging meetings and booking venues, facilities and catering
 - Recording minutes and following up on actions required
 - Acting as Executive Officer in meetings and conferences for CIO
2. Conducting, completing or supporting a range of projects and research and preparing draft reports and submissions and correspondence as required.
3. Providing a word processing service and ensuring quality of reports, letters and other correspondence through developing and monitoring effective standards for the presentation and content of official documents.
4. Analysing correspondence addressed to the CIO for referral to an appropriate officer for action/response.
5. Liaising with all levels of the public and private sector, Senior Departmental Officers and Ministerial Officers on behalf of the CIO.
6. Managing the Office's human resource management requirements, including monitoring contracts, leave arrangements, screening clearances and participating in staff selection processes.
7. Ensuring timely advice is provided on administration and day-to-day time management matters relating to CIO personal responsibilities through liaison with senior departmental officers, other government agencies and Ministerial Staff.
8. Overseeing the management of records within the Office of the CIO.
9. Participating and contributing in team meetings and working cooperatively with a cohesive team approach.
10. Managing the process of proactive systematic follow-up to ensure high quality and timely response to requests for information.
11. Encourage a culture of cross-team and cross-agencies collaboration and maintaining a culture of performance, professionalism and continuous improvement within the unit.
12. Liaising with fellow officers in the Office of the Chief Executive to facilitate efficient workflow in the processing of incoming briefings and draft responses from the corporate offices.
13. Assessing and directing requests for information, under direction from the CIO.



Government of South Australia
Department for Child Protection

- 14. Providing support to the Business Coordinator as necessary.
- 15. 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.
- 16. 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 & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:

- Chief Information Officer (line Manager)
- ICT and Information Management Managers and staff
- Senior Executives
- Executive Assistants in the department, other government agencies and any other stakeholder that interacts with the directorate

QUALIFICATIONS

Essential: Nil

Desirable: Information Technology Infrastructure Library (ITIL)

YOUR CAPABILITIES:

- Proven ability to communicate effectively, both verbally and in writing, and provide excellent customer service at all levels within and outside the public sector in a professional and tactful manner.
- Organisational and time management skills including the ability to cope with high volumes of work, rapidly changing priorities and meeting critical deadlines while handling a number of sensitive issues with a high level of confidentiality and discretion.
- Proven ability to provide high-quality confidential executive support to a senior executive, including diary management, dealing with highly sensitive and/or political issues with tact and diplomacy and maintain complete confidentiality in a professional manner.
- Possession of interpersonal skills which foster the cooperation and support of others and demonstrated ability to work cooperatively in a cohesive team.
- Proficiency in the Microsoft Office suite of applications and office automation systems, including the ability to present documents to a high standard, database and diary management and use of electronic technology for communication.
- Proven experience and knowledge in assisting with projects and the functions of an ICT environment.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.



OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Chief Information Officer.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Required to work between the hours of 8:30am – 5:00pm and some out of hours work may be required, including weekends
- Some out-of-hours work may be required.
- Some intra/interstate travel (including in small aircraft) including overnight stay may be required.
- Hold a current Australian driver's licence and a willingness to drive is desirable.
- A flexible approach to taking leave and on-hours duty is required.



SFIA BUSINESS AND PROFESSIONAL SKILLS PROFILE

The Executive Assistant, will have the following personal and professional competencies. The below skills are derived from the ICT Skills Framework, based upon the Skills Framework for the Information Age (SFIA).

SFIA Level of Responsibility: Level 3 – Apply

Autonomy	Works under general direction. Uses discretion to resolve daily operational issues in the CIO's office.
Influence	Interacts with internal IT managers and external vendor representatives.
Complexity	Performs varied and non-routine work, requiring a solid understanding of how the broader IT department operates.

SFIA Professional

Business Administration (ADMN) – Level 3	Independently managing the CIO's complex diary, prioritizing high-impact technology briefings, and organizing logistics for IT leadership forums.
Governance support (GOVN) – Level 3	Collating monthly IT performance metrics, tracking action items from executive tech steering committees, and ensuring board packs are submitted on time.
Relationship management (RLMT) – Level 3	Acting as the primary point of contact for internal IT pillars (e.g., Cyber, Infrastructure) and external tech vendors, ensuring inquiries are routed appropriately.
Information management (IRMG) – Level 3	Structuring and maintaining the CIO's confidential document repositories, ensuring proper access controls for sensitive strategy and cyber-security reports.
Digital workplace support (DWSU) – Level 3	Championing and configuring the executive team's collaboration platforms (e.g., Teams, SharePoint, Slack) to streamline communication and document sharing across the IT department.



YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

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