

Department for Child Protection

ROLE TITLE:	Business Support Officer	DIVISION:	Service Delivery and Practice
CLASSIFICATION:	ASO2	DIRECTORATE:	Multiple
POSITION NO:	Multiple	BUSINESS UNIT :	DCP Office
DATE REVIEWED:	October 2019	FTE:	1.0
REPORTS TO:	Business Manager	ROLES REPORTING TO THIS ROLE:	Nil
ROLE PURPOSE: The Business Support Officer is a role within the Department for Child Protection (DCP) and is accountable to the Business Manager for providing administrative, finance, human resources and information and facilities support.			
KEY OUTCOMES: <ol style="list-style-type: none"> Maintain staff records, preparing reports, minutes and employment contract letters, providing advice on a range of personnel procedures and related issues and liaising with the Business Manager. Maintain salary information systems and liaising with Employee/Payroll and/or the Business Manager. Investigate workforce data and provide accurate and timely workforce reports and statistics. Assist with budget and cash flow projections, budget preparation, salary estimates, cash flow and monthly expenditure reports. Maintain petty cash, advance account, undertake recoups and bank reconciliations. Payment of accounts and follow up of vendor enquiries. Use of Electronic Card Reconciliation on the Web (ECROW) and Masterpiece. Assist in the development of appropriate business continuity strategies and procedures with respect to Office business services. Make sure policies and procedures are updated and maintained. Arrange servicing and appropriate maintenance of fleet vehicles in line with agency policies. Maintain office equipment, stationery and office systems. Design and develop new computer reports, update and enhance reports, undertake analysis and implement new systems. Assist in the development and implementation of appropriate records management procedures within the Office. Provide staff with training assistance in all areas related to computer usage and provide advice on difficulties encountered by users. Maintain inventories and records on asset management and undertaking basic installation and maintenance of computer and office equipment. Contribute to maintaining a safe and healthy work environment taking personal accountability for 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. 			
KEY RELATIONSHIPS/INTERACTIONS: <ul style="list-style-type: none"> Business Manager (direct line manager) Management and staff within the office and across Department for Child Protection Other business units within the Department for Child Protection Other government and non-government organisations 			
QUALIFICATIONS: Essential: Nil Desirable: Nil			

KEY SELECTION CRITERIA:

- Demonstrated ability to communicate effectively both verbally and in writing with clients, staff and stakeholders in government and non-government agencies.
- Attention to detail and accuracy of information check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
- Ability to organise priorities, meet deadlines and work under pressure.
- Demonstrated skills in working with and knowledge of Microsoft Office programs including Word, Excel, Outlook and the use of other office equipment.
- Demonstrated ability to communicate effectively both verbally and in writing.
- Ability to work collaboratively to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and services and maintain a positive approach to work in a changing environment.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

CORE CAPABILITIES & EXPECTED BEHAVIOURS		PUBLIC SECTOR VALUES	
<p><u>Implements Change</u></p> <ul style="list-style-type: none"> • Prepares for change • Implements and monitors change • Works with ambiguity in the workplace • Has an appreciation of systems thinking <p><u>Addresses Client Needs</u></p> <ul style="list-style-type: none"> • 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 <p><u>Works Effectively in the Organisation</u></p> <ul style="list-style-type: none"> • Applies information relating to the machinery of government • Applies knowledge of organisational functions • Applies knowledge of protocols 	<p><u>Gives and Receives Workplace Feedback</u></p> <ul style="list-style-type: none"> • 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 <p><u>Maintains and Enhances Confidence in SA Public Education and Care</u></p> <ul style="list-style-type: none"> • Applies ethical standards • Deals with ethical problems • Understands the implications of and complies with relevant legislative, administrative, organisational and professional requirements, policies and processes <p><u>Contributes to Workgroup Activities</u></p> <ul style="list-style-type: none"> • Establishes workgroup parameters • Participates in the workgroup • Assists workgroup members 	<p>✓ Service: <i>We proudly serve the community and Government of South Australia</i></p> <p>✓ Professionalism: <i>We strive for excellence</i></p> <p>✓ Trust: <i>We have confidence in the ability of others</i></p> <p>✓ Respect: <i>We value every individual</i></p>	<p>✓ Collaboration & Engagement: <i>We create solutions together</i></p> <p>✓ Honesty & Integrity: <i>We act truthfully, consistently and fairly</i></p> <p>✓ Courage & Tenacity: <i>We never give up</i></p> <p>✓ Sustainability: <i>We work to get the best results for the current and future generations of South Australians</i></p>
		CORPORATE RESPONSIBILITIES	
		<ul style="list-style-type: none"> • 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. 	

Department for Child Protection

<p><u>Builds and Maintains Internal and External Networks</u></p> <ul style="list-style-type: none"> • Identifies key internal stakeholders • Builds internal links with key internal stakeholders • Participates in professional and community networks and forums to broaden and improve practice 	<ul style="list-style-type: none"> • Recognises and values individual differences • Works effectively with diverse clients and colleagues • Keeps up-to-date and seeks continuous improvement in the professional discipline 	<ul style="list-style-type: none"> • 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. <div data-bbox="1052 395 2222 448"> <p>SPECIAL CONDITIONS</p> </div> <ul style="list-style-type: none"> • 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. • The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Business Manager. • Some out of hours work may be required. • A current Australian driver's licence (P2 or above) and a willingness to drive is essential. • Some intra/interstate travel (including in a small aircraft) including overnight stay may be required. • May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements. • The incumbent will be required to undertake Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required. • Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).
<p style="text-align: right;">Approval Date: 29 November 2019</p>		