

# Senior Business Support Officer

## Department for Child Protection

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

<b>CLASSIFICATION:</b>	<b>ASO3</b>	<b>DIRECTORATE:</b>	<b>Multiple</b>
<b>REPORTS TO:</b>	<b>Business Manager</b>	<b>FTE:</b>	<b>1.0</b>
<b>ROLES REPORTING TO THIS ROLE:</b>	<b>Nil</b>		

### ABOUT THIS ROLE:

The Senior Business Support Officer is a role within the Department for Child Protection (DCP) and is accountable to the Business Manager for providing effective and comprehensive administrative support to the Business Manager. This role will provide a high level of service relating to human resources and a high level of finance support.

### YOU WILL BE ADDING VALUE BY:

1. Provide comprehensive administrative support services relating to human resources including maintenance of personal files, staff audits, recruitment and selection process, maintaining salary information systems.
2. Liaise with Departmental Workforce Management and Payroll services in regard to staff human resources, payroll enquiries and related issues.
3. Maintain the accurate and timely completion of documentation in relation to human resource requirements.
4. Assist, when required, in developing, maintaining and providing an office orientation program for new staff, including WHS induction and audits.
5. Monitor that an administrative support service is provided within the office and provide leadership, training and allocate tasks to ASO2 staff members.
6. Conduct minor reviews of existing administrative systems, practices and procedures and making recommendations in consultation with the Business Manager for improvement.
7. Contribute to the preparation of memos, letters, and assist with research, collation and editing of material for relevant reports and preparing draft responses to routine correspondence without detailed instructions.
8. Establish and maintain an effective correspondence system, processing and distributing correspondence, and produce and maintain comprehensive excel spread sheets and assist with the monitoring of expenditures and investigation of significant variation.
9. Assist with budget and cash flow projections, budget preparation, salary estimates, cash flow and monthly expenditure reports.
10. Maintain inventories and records in relation to asset management and administer the purchasing /reimbursement requirements, within approved guidelines, accounting for these functions, and liaising with Corporate Finance on reporting requirements.
11. Provide a high level of financial support service to the Business Manager including invoicing, assisting approval of invoicing and monthly management reporting requirements, at the Business Manager's discretion.
12. Participate in the development, implementation and evaluation of workforce reporting and information systems.
13. Assist, when required, in maintaining office equipment and provide basic training to staff in use of equipment and provide an effective and efficient office filing system and associated recording systems.
14. Assist in the monitoring of transactions using accounting systems.
15. Undertake responsibility for financial expenditure within government policy and procedures.
16. 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.
17. 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:

#### Internal

- Business Manager (direct line manager)
- Management and staff within the office and across DCP
- Other business units within DCP

#### External

- Other government and non-government organisations

### QUALIFICATIONS

#### Essential:

- Nil



# OFFICIAL

## YOUR CAPABILITIES:

- Ability to manage a high and varied workload, work under pressure, organise priorities, meet deadlines and take initiative.
- High level interpersonal skills and the ability to communicate effectively both verbally and in writing.
- Demonstrated experience in providing administrative services relating to finance and budget requirements, human resources, facilities and records management, and ability to interpret and implement administrative human resources and finance related policies and procedures.
- Proven ability to work within a team and develop effective communication, establish networks, and meet deadlines whilst maintaining confidentiality of sensitive and confidential information
- Ability to follow procedures and processes to avoid errors, take corrective action to minimise mistakes, and have high attention to detail and accuracy of information.
- High level ability to identify and analyse problems through investigation, research and consultation and provide effective solutions.
- 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 Business Manager
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements. 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.



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.

CERTIFIED CORRECT: 05/05/2026



Government of South Australia  
Department for Child Protection