**COVID-19**

**ROLE STATEMENT**

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| **Role Title:** | Administration Officer/ Project Officer/Executive Assistant/Correspondence Officer – Various Opportunities |
| **Classification Code:** | ASO4 |
| **LHN/DHW:** | Department for Health and Wellbeing |
| **Division:** | Various |
| **Department/Section/Unit:** | Various |
| **Role reports to:** | Business Manager |
| **Role Created/ Reviewed Date:** | September 2021 |
| **Criminal and Relevant History Screening:** | Aged (NPC)  Working With Children’s Check (WWCC) (DHS)  Vulnerable (NPC)  General Probity (NPC) |
| **Immunisation Risk Category Requirements:** | Category A (direct contact with blood or body substances)  Category B (indirect contact with blood or body substances)  Category C (minimal patient contact) |
| **Direct Reports** | Nil |
| **Delegations** | Nil |

**ROLE PURPOSE:**

The Administration Officer/ Project Officer/Executive Assistant/Correspondence Officer repots to the Business Manager and is responsible for the coordination a range of agency functions, including, but not limited to:

* Assisting the allocated business unit in day to day administrative responsibilities;
* Assisting in the procurement and maintenance of resources, facilities, services and materials;
* Multi-tasking the daily allocation of work with competing demands of outbreak response to COVID and accept accountability for standards of service;
* Providing operational and business support for the allocated business unit.

**KEY RELATIONSHIPS/INTERACTIONS:**

Internal

* Reports to the Business Manager;
* Works collaboratively with Divisional Administration Officers, Business and Service Support, and external providers as required;
* Fosters close working relationships with key departmental stakeholders, including Department for Health and Wellbeing (DHW) and Local Health Network (LHNs).

External

* Members of public, Local Health Network staff, SA health employees, local, State and Commonwealth Government agencies, contractor and external stakeholders.

**CHALLENGES ASSOCIATED WITH THE ROLE:**

* Working in a fast-paced environment characterised by complexity, innovation and change.
* Managing sensitive information.
* Working in an emerging and rapidly changing public health response what is highly impactful to human health whilst being mindful of political and economic sensitives.
* When a critical event occurs, the incumbent will be required to assist with tasks with fall outside of the day to day business.
* Being familiar with all aspects of administrative duties required.
* Prioritising work and time management due to demands of the work environment.

**SPECIAL CONDITIONS:**

* May be required to participate in an after-hours on-call roster/some out-of-hours work.
* Intrastate/interstate travel may be required.
* Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.

**KEY RESULT AREAS AND RESPONSIBLITIES**

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| **Key Result Areas** | **Major Responsibilities** |
| Assist in the provision of information | Providing documentation and briefings to leadership in preparation for attendance at meetings.  Preparing and editing briefs, submissions, letters, minutes and other correspondence in accordance with Departmental practices and procedures.  Establishing and maintaining appropriate information systems which support regular monitoring and reporting on progress.  Using judgment to ensure that important issues in communications are identified and acted upon.  Undertaking minor research and project work as required. |
| Ensure provision of a range  of high level confidential secretarial and administrative support services and executive assistance support | Coordinating diary appointment and responses to invitations on leaderships behalf.  Intercepting telephone/email contacts and bringing relevant issues to the relevant leader’s attention for appropriate action.  Arranging travel and accommodation requirements and itineraries for leadership.  Arranging hospitality and catering requirements as necessary.  Exercising authority in procurement and payments by credit card, ensuring correct coding and reconciliation.  Responding to confidential and urgent matters.  Providing high level secretarial and executive support for meetings and conferences including taking of minutes, preparation of agenda items, reports, briefings and correspondence, researching information, collating data, drafting responses and providing status reports on outstanding issues. |
| Ensure the efficient  management and operation of the allocated business unit | Coordinating Ministerial briefings and other relevant documents for the allocated business unit including quality control of documents for the Director’s consideration and/or sign off.  Encouraging and supporting colleagues in working together to meet deadlines.  Instituting and maintaining processes and procedures that relate to effective performance in office management, evaluating systems and procedures and implementing change as required to meet new or increased service demands.  Ensuring the effective management of human, financial and physical assets through appropriate planning and allocation of resources to achieve agreed allocated business unit plans.  Budget preparation, monitoring and reporting and adherence to resources allocations.  Ensuring records are maintained in line with State Records requirements including storage, tracking, archiving and compliance with guidelines and regulations.  Implementing and maintaining systems of document control that facilitate confidentiality of documents, ease of access and retrieval, and are consistent with standards.  Ensuring stationery orders and the ordering and procurement of new office equipment is managed in accordance with accounting practices and within budget.  Ensuring accounts are validated and authorised in a timely manner via Basware, including stock control.  Purchasing of items through Oracle completed on a timely manner for the State Control Centre Health.  Efficient processing of Corporate Card entries within the Promaster system.  Ensuring maintenance requests are actioned regularly, including contributing to the development of minor work proposals.  Co-ordinate and participate in the orientation and training of new business unit staff.  Developing and maintaining procedure manuals for all administrative business functions. |
| Leadership | * Lead by example by living the SA Public Sector Code of Ethics. * Demonstrate initiative by challenging status quo and proactively looking for better ways to improve. * Take ownership of issues and challenges. * Liaise effectively with peers and stakeholders. * To comply and follow SA Public Sector work, health and safety policies and procedures. |

**KEY SELECTION CRITERIA:**

* Well-developed communication skills, including the ability to liaise effectively at all levels, listen to employee, service providers and customers, resolve conflict, contribute to successful and positive negotiations, and formulate solutions to problems.
* Manage customer enquiries by utilising a sound knowledge of related government programs, policies and/or legislation that impact on the functions of the role and the Agency.
* Ability to work under limited direction, with experience in coordinating and/or implementing a broad range of complex functions associated with assigned programs, projects, systems, policies and/or services.
* Demonstrated ability to process high volumes of quality accurate detailed work and synthesise information to provide recommendations in reports and correspondence.
* Experience in successfully coordinating and/or undertaking a broad range of complex functions associated with assigned programs, projects, systems, policies and/or services requiring the oversight of work quality and the efficient utilisation of resources.
* Proven expertise and/or sound knowledge associated with the span of assigned functions including an understanding of related government programs, policies, legislation and regulations that impact on the functions of the role and the Agency.
* Sound analytical and research skills to evaluate information, provide advice and communications, and develop clear correspondence and reports with recommendations that meet deadlines.
* Ability to work under limited general direction, independently or as part of a team, identify specific or desired performance outcomes, plan and coordinate activities, use initiative and judgement and set priorities to achieve objectives within deadlines.
* Well-developed communication skills, including the ability to liaise effectively at all levels, listen to employee, service providers and customers, resolve conflict, contribute to successful and positive negotiations, and formulate solutions to problems.
* Demonstrated ability to consistently perform high volumes of work with close attention to accuracy and detail.

**INCUMBENT ROLE ACCEPTANCE**

Employees are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements (refer to Induction and Orientation intranet page).

I have read and understood the responsibilities associated with role as outlined within this document.

**Name: Signature:** **Date:**

**Manager Name: ………………… Role Title:**

**Signature: Date:**

**Version control and change history**

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| **Version** | **Date from** | **Date to** | **Amendment** |
| V1 | 01/09/2021 |  | Original version. |