

ROLE DESCRIPTION

ROLE TITLE: Correspondence Officer

CLASSIFICATION: ASO3

ROLE NUMBER: TBC

AGENCY: [Department of the Premier and Cabinet](#)

DIVISION: Office of the Premier

BUSINESS UNIT: Office of the Premier

REPORTS TO: Office Manager

ROLES REPORTING TO THIS ROLE: Nil.

BUDGET: Nil.

ROLE PURPOSE:

The Correspondence Officer is responsible for delivering a professional, accurate and timely correspondence and records management service that supports the effective operation of the Office of the Premier. The role contributes to high-quality business services through the efficient management of incoming and outgoing correspondence, records compliance, stakeholder engagement and administrative support.

KEY OUTCOMES OF ROLE:

1. Manage high volumes of hard copy and electronic correspondence through the end-to-end delivery of records management services, including receipt, capture, classification, workflow, monitoring, reporting, and batching using an electronic document and records management system (EDRMS) in a fast-paced environment.
2. Analyse incoming correspondence and coordinate its progression for action by confirming inclusion of relevant background material, previous correspondence and supporting documentation.
3. Assist the Team Leader, Premier's Correspondence Unit by identifying politically sensitive, urgent or contentious matters and recommending preliminary allocation.
4. Develop and maintain effective working relationships to support collaboration between the Office of the Premier, Ministerial offices, and Commonwealth and State Government agencies, contributing to timely and coordinated outcomes.
5. Provide high-quality reception support as required, including back-up coverage during lunch breaks and periods of leave, responding professionally to phone and in-person enquiries, and observing appropriate protocols at all times.
6. Manage official records in accordance with relevant legislation, policies and procedures, including sentencing and archiving under General Disposal Schedule and broader government information governance requirements.
7. Deliver operational tasks and minor projects as assigned by the Team Leader or the Office Manager.
8. Contribute to continuous improvement by identifying opportunities to streamline processes and supporting the review, development and implementation of procedures.

KEY RELATIONSHIPS / INTERACTIONS:

- Reports to the Officer Manager.
- Works closely with staff across the Office of the Premier.
- Builds and maintains relationships with Ministerial Offices, Chief Executives, senior leaders and staff within the Premier's portfolios.
- Respond to enquiries from members of the public with professionalism and discretion.

SPECIAL CONDITIONS:

- Applicants will be required to undergo the appropriate and relevant Employment Screening Assessment(s) required for this role in line with the DPC Employment Screening Policy.
- This role requires (please select those relevant for the role):
 - ☒ National Police Check (required for all roles)
 - ☐ Working with Children Check
 - ☐ Security Clearance (including Baseline, Negative Vetting Level 1, Negative Vetting Level 2, Positive Vetting)
- The incumbent will be required to participate in the department's Performance Management Program.
- The incumbent may be assigned to another position at this remuneration level or equivalent.

KEY SELECTION CRITERIA:

- **Communication and Interpersonal Skills:** Demonstrated high-level written and verbal communication skills, with the ability to communicate clearly, professionally and respectfully with a broad range of stakeholders, including executive staff, government agencies and members of the public.
- **Correspondence, Records and Systems Experience:** Proven experience managing correspondence or official records in a fast-paced environment, including effective use of an electronic document and records management systems (EDRMS), preferably Objective, and strong proficiency in the Microsoft Office suite to support accurate documentation, communication, reporting and workflow processes.
- **Judgement, Discretion and Confidentiality:** Demonstrated ability to exercise sound judgement, initiative and discretion when handling sensitive, confidential or politically sensitive information; always maintaining professionalism and integrity.
- **Customer Service and Stakeholder Focus:** Experience delivering high-quality customer service in an executive or similarly high-profile environment, with the ability to respond to enquiries in a calm, responsive and solutions-focused manner under competing demands.
- **Organisation, Initiative and Teamwork:** Well-developed organisational skills with demonstrated ability to manage high volumes of work, prioritise competing tasks, meet strict deadlines and adapt to changing priorities, while working collaboratively in a team environment with minimal supervision and using initiative to improve processes and outcomes.
- **Knowledge of Government Environment and Compliance:** Sound understanding of, or ability to quickly develop knowledge of, the role of the Premier, Ministers, Parliament and government agencies, and the application of relevant legislation, policies and procedures relating to records management and public administration.

SOUTH AUSTRALIAN PUBLIC SECTOR PURPOSE

- Making a difference so South Australia thrives

SOUTH AUSTRALIAN PUBLIC SECTOR VALUES

- | | |
|-------------------|--------------------------------|
| ▪ Trust | ▪ Collaboration and Engagement |
| ▪ Service | ▪ Honesty and Integrity |
| ▪ Professionalism | ▪ Courage and Tenacity |
| ▪ Respect | ▪ Sustainability |

CORPORATE RESPONSIBILITIES

Incumbents are responsible for:

- 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](#), [The Code of Ethics for the South Australian Public Sector](#), and the legislative requirements of the *Public Sector Act 2009* and [Work Health and Safety Act 2012](#).
- Creating and maintaining a diverse, accessible, inclusive and culturally safe workplace to enable us to reflect our community.
- At all times acting in a manner that is non-threatening, courteous, respectful, and consistent with DPC's accreditation as a White Ribbon workplace.
- Demonstrating a genuine commitment to Reconciliation, and the achievement of Reconciliation Action Plan outcomes.

CORE COMPETENCIES & ASSOCIATED BEHAVIOURS EXPECTED AT THIS CLASSIFICATION

Holds Big Picture View at Local and Individual Level

- ☒ Sees the big picture and understands how their work contributes to the strategic direction
- ☒ Understands and supports organisational goals and business objectives
- ☒ Responds in a positive and flexible manner to change and uncertainty
- ☒ Identifies, defines and solves problems that may impact on own work objectives
- ☒ Demonstrates an understanding of both internal and external factors and influences that may affect own work outcomes

Achieves Results

- ☒ Understands individual and team capabilities and makes effective use of own capabilities
- ☒ Takes into account the associated advantages and disadvantages of a range of options to deliver the best results
- ☒ Understands how work practices are governed by Public Sector legislation, regulations and policies
- ☒ Sees work tasks through to completion with agreed timeframes to achieve quality outcomes
- ☒ Applies specialist expertise of self and others to achieve business outcomes

Promotes Business Excellence

- ☒ Provides support to implement new innovative initiatives and promotes change
- ☒ Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the Public Sector environment
- ☒ Seeks out and participates in learning opportunities. Understands and acts on constructive feedback and works towards agreed performance standards
- ☒ Promotes a strong customer service culture by understanding needs
- ☐ Assists and supports financial monitoring, procurement and contract procedures

Builds Positive Working Relationships

- ☒ Listens to and considers different ideas and discusses issues credibly and thoughtfully. Identifies other people's expectations and concerns
- ☒ Can identify conflict in situations and acts sensitively, objectively and constructively to de-escalate conflict
- ☒ Works collaboratively and shares information with own team and seeks input from others
- ☒ Builds and sustains positive relationships with team members, stakeholders and clients
- ☒ Confidently communicates messages in a clear and concise manner using appropriate language

Displays Personal Drive and Professionalism

- ☒ Acts with integrity & promotes consistency among principles, organisational values and ethical behaviour
- ☒ Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them
- ☒ Persists and focuses on achieving objectives in difficult circumstances responding in a positive and controlled manner
- ☒ Self evaluates performance & seeks feedback from others. Recognises how behaviour impacts on others
- ☒ Committed to self development
- ☒ Contributes to a culture that values and respects diversity and models this in all interactions
- ☒ Ensures standards for the safety and wellbeing of self and others are maintained