

ROLE DESCRIPTION

ROLE TITLE: Team Leader, Business Support

CLASSIFICATION: ASO5

ROLE NUMBER: P70168

AGENCY: Attorney-General's Department

DIVISION: South Australian Museum

BUSINESS UNIT: Corporate Services

REPORTS TO: Business Support Manager

ROLES REPORTING TO THIS ROLE: 1 x ASO3 Business Support Officer

BUDGET: Nil

ROLE PURPOSE: The Team Leader, Business Support is responsible for the effective day-to-day management of the Business Support Unit and the efficient and effective operation of systems and functions across the Museum, including coordinating and delivering a comprehensive administration service encompassing human resources, information and records management, facilities, travel management and financial administration.

KEY OUTCOMES OF ROLE:

1. Coordinate the effective day-to-day operation and supervision of the Business Support Unit including, managing workloads, providing clear direction on work priorities, guiding daily workflows and removing barriers to the team's performance.
2. Ensure administrative processes and documents are standardised across the SA Museum, in line with AGD and Shared Services SA requirements, including developing and implementing projects and new processes to support continuous improvement.
3. Provide high-quality, confidential HR administrative support and procedural advice in line with AGD People and Culture policies and procedures, including preparation of forms, and coordination of HR processes across the Museum.
4. Plan and coordinate recruitment processes, onboarding, employment screening and workforce administration activities across the Museum.
5. Coordinate, and exercise sound judgement and delegated authority in resolving issues relating to, a range of administrative tasks including travel, facilities, records management, events, ICT, and WHS as required.
6. Coordinate and prepare reports, briefings, agendas, minutes and presentations for senior executives as required.
7. Coordinate and provide advice on procurement and purchasing processes, that complies with relevant policies and procedures.
8. Maintain an effective and efficient information and records management function for the Museum, ensuring compliance with policies and procedures, and consistency across the organisation.
9. Research, analyse and summarise data and information to provide expert advice and support to senior executives, managers and leadership on, complex Business Support related matters, including HR, policy, and business processes.

KEY RELATIONSHIPS / INTERACTIONS:

- Reports to: Business Support Manager
- Works with:
 - SA Museum staff
 - Shared Services SA, Payroll and Accounts Payable and Accounts Receivable
 - Relevant teams within Attorney-General's Department – People and Culture, Financial Services

SPECIAL CONDITIONS:

- Applicants will be required to undergo the appropriate and relevant Employment Screening Assessment(s) required for this role in line with the AGD Employment Screening Policy.
- This role requires (please select those relevant for the role):
 - ☒ Nationally Coordinated Criminal History Checks (NCCHC) (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:

- Demonstrated experience delivering business support services across human resources, finance, records management, and administrative operations and well-developed knowledge of administrative principles, practices, processes and systems.
- Well-developed knowledge of government policies, administrative practices, and compliance requirements relating to human resources, finance, records management, and governance.
- Well-developed leadership and organisational skills, including demonstrated experience supervising staff and teams, managing competing priorities, delegating workload, guiding daily workflows and delivering outcomes in a high-volume environment.
- High-level communication and interpersonal skills, with the ability to build effective relationships, provide accurate advice, manage sensitive interactions with tact and diplomacy, and negotiate and liaise clearly and effectively both verbally and in writing with people at all levels.
- Demonstrated ability to work autonomously under limited direction, manage sensitive matters, and deliver quality outcomes within strict timeframes.
- Experience in identifying business improvements, developing and implementing projects and new processes and supporting change initiatives, that drive continuous improvement and consistency in systems, practices, and service delivery.
- Demonstrated ability to analyse complex issues, exercise sound judgement and delegated authority in resolving problems and making decisions that are informed by relevant policies and procedures, and develop practical solutions to achieve organisational outcomes.

PURPOSE

- Making a difference so South Australia thrives

VISION

- The Heart of government

DPC VALUES

- Curious
- Courageous
- Connected

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 AGD 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

Supports and Implements the Strategic Direction

- ☒ Understands the big-picture and contributes to the development of strategic direction
- ☒ Understands and supports organisational goals and business objectives
- ☒ Understands, supports and promotes organisational goals and business objectives
- ☒ Steers and implements change
- ☒ Identifies, defines and solves complex problems relating to the teams work objectives
- ☐ Identifies broader factors, trends & influences across the Public Service that may impact on the teams work objectives

Achieves Results

- ☒ Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes
- ☒ Evaluates alternatives objectively and uses evidence, knowledge and experience to deliver the best result
- ☒ Ensures compliance with Public Sector legislation, regulations and policies
- ☐ Monitors project performance and takes action to improve the delivery of quality outcomes as required
- ☐ Values specialist expertise and capitalises on the knowledge and skills of self and others

Enhances Business Excellence

- ☒ Actively supports and seeks new innovative initiatives and is responsive to change methodology to implement these
- ☒ Keeps abreast of market trends, developments and economic/ legislative changes to meet current and future organisational needs
- ☒ Identifies learning opportunities. Gives timely praise and recognition. Deals with under performance promptly, and works towards agreed performance standards
- ☐ Embeds a strong customer service ethos by understanding needs
- ☐ Monitors expenditure, manages procurement and contract procedures and identifies the appropriate use of resources

Cultivates Productive 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

Exhibits 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 and 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