Role Statement

HR and Business Support Officer

Classification Level:	ASO3	Agency:	Office for Recreation, Sport and Racing
Position Number:	P66674	Division:	Strategy and Investment
Direct Reports:	0	Business Unit:	Business Operations
ANZSCO Code:	599411	Reports to:	Team Leader, Business Operations
Date Updated:	Feb 2026	Location:	Mile End

Organisation Overview

The Office for Recreation, Sport and Racing (ORSR) is the lead South Australian Government agency for sport, active recreation and racing. ORSR supports sport and recreation organisations, local government, and the community by providing leadership and support through the development and delivery of funding, policy, programs, infrastructure planning and management, and high-performance pathways.

Division

The **Strategy and Investment** division plays a central role in strengthening ORSR's performance, reputation and strategic direction. Through its communications function, it enhances the organisation's profile and public presence, while its business operations and governance teams provide specialised corporate support and advice. Informed by market intelligence, research and evaluation, the division generates industry insights which shape strategy and improve sector outcomes. The funding services team administers the Sports Vouchers Plus program and manages the assessment and allocation of grants across one off, term and ongoing programs that support industry priorities. The division also leads commercial and partnership opportunities that leverage ORSR's assets to drive sustainable revenue and maximise value.

Role Overview

The HR and Business Support Officer is responsible for supporting the delivery of the Agency's HR function. This includes recruitment and induction of new employees, processing of timesheets, submitting HR forms to Shared Services for processing and responding to general HR queries.

The role also supports the Business Operations function to ensure a range of corporate functions are delivered including customer service, records management, travel coordination and admin support.

The role works under general direction to deliver professional and confidential administration support to ensure the Human Resource needs of the ORSR are actioned in a timely manner and are in accordance with agency and whole of government guidelines.

Key Outcomes of the Role

The primary function of the role is to provide professional and confidential Human Resources support in accordance with Agency and whole of government guidelines. This includes:

- Recruitment and induction of new employees.
- Internal transfers, reclassifications and queries for existing employees.
- Fortnightly processing of timesheets for casual staff.
- Collation of data for periodic HR reporting requirements.
- Under general direction, the production, manipulation, analysis and reconciliation of monthly, quarterly workforce reports from CHRIS21.
- Liaising with Corporate HR to provide accurate and timely advice to ORSR management and staff.
- Ensuring compliance with relevant legislation, awards and policy.
- Monitoring compliance of employment screenings and mandatory training requirements of ORSR employees.
- Ensuring employee information and timely checking/processing of forms.

Deliver high quality internal and external customer service by:

- Maintaining a high level of internal customer service for all HR and business operations related enquiries from other staff within ORSR.
- Acting as a first point of contact for incoming external customer enquiries in a professional manner and assisting in determining prompt and appropriate referral / action.

The HR and Business Support Officer also provides administrative support to the Business Operations team and broader Agency through:

- Provide timely and responsive business support to meet the ORSR business management and operational objectives in the following areas:
    - Records management
    - Communications
    - Travel coordination

Special Conditions and Essential Requirements

- This role has been classified as a position of trust, and a ‘prescribed position’ under the *Child Safety (Prohibited Persons) Act 2016*. The incumbent is subject to a satisfactory Department of Human Services Working With Children Check (WWCC) in line with departmental criminal history screening policies and procedures.

Qualifications / Licences

Desirable

Tertiary qualifications in Human Resources, Business or other relevant field.

Person Capabilities

- Experience working in the coordination of Human Resource functions and processes, the management of electronic workflow applications, applying delegations and the appropriate maintenance of HR records.
- Working knowledge of the Comprehensive Human Resources Integrated System (CHRIS) and HR21 and a general understanding of legislation relating to workforce management, including, but not limited to the SA Modern Public Sector Enterprise Agreement (2017) and the WHS ACT (2012).
- Strong commitment to customer service including the ability to listen and respond to customers' needs using clear and concise communication, tact and diplomacy, and maintain a high degree of confidentiality.
- Well-developed communication skills, including the ability to liaise effectively at all levels, listen to staff, service providers and customers, resolve conflict, contribute to successful and positive negotiations, and formulate solutions to problems.
- Consistently able to manage a high volume of work, pay close attention to accuracy and detail and meet targets within deadlines.
- Sound knowledge and relevant skills associated with the assigned corporate functions including an understanding of related government programs, policies, legislation and regulations that impact on the functions of the role.
- Proven ability to work under general direction, independently and as part of a team, plan and organise activities, set priorities, use initiative and judgement in the interpretation of policies and procedures and achieve objectives within deadlines.

Corporate Responsibilities

Exhibits behaviours and demonstrates commitment and accountability to:

- 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, Ethical Conduct and the legislative requirements of the Public Sector Act 2009 and Work Health and Safety Act 2012.
- Supporting and advocating Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under represented groups.

Delegate Approval

Name Signature

Date: / /

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