

Role Statement



HELP DESK OFFICER
CLASSIFICATION LEVEL: ASO-3

Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) serves the South Australian community by providing safe, effective and efficient planning, transport and infrastructure networks across the state and facilitating development of the State's Infrastructure, in accordance with South Australia's Strategic Plan and the State Infrastructure Plan.

DPTI is a values based organisation and relies on its people to live the values through positive behaviours to improve outcomes for employees and all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

Division

The Development Division comprises four directorates: Planning and Development, Architecture and Built Environment, Property and the Office for Recreation and Sport.

This role belongs to the Property Directorate which focuses on the key objectives of Driving Strategic Outcomes, Excellence in Service Delivery and Continuous Improvement.

Role Overview

The Help Desk Officer Role reports to the Manager DPTI Property Services and is responsible for operating the DPTI Help Desk, which is the single point of first contact for customers and dealing with DPTI and client agency customers, service providers and stakeholders in a professional, effective and efficient manner.

The role is responsible for receiving, logging, prioritising and allocating work requests, directing staff and services providers, providing a range of other administrative and financial support services including the reconciliations of invoices against work requests, and the preparation of ad hoc financial reports and budgets.

The role will deliver excellence in service delivery, contribute to strategic outcomes, contribute to economic development and job creation and promote a culture of "one Government".

Key Outcomes of the Role

The Help Desk Officer is required to undertake a wide range of activities which may include all or any of the following:

Directorate:
Position Number:
ANZCO Code:
Location: #ASO3 Template #9686743



Government of South Australia
Department of Planning,
Transport and Infrastructure

- a. Undertaking a range of functions associated with assigned discrete programs, projects, systems and/or services including coordinating and/or controlling related processes, provisions and information.
- b. Supervising and training staff where required including allocating work and monitoring and maintaining the standard of work quality, service delivery and/or compliance with regulations, codes, and specifications.
- c. Assisting with investigations, preparing reports with recommendations, maintaining records and systems and contributing to the development of programs, services and projects and performance benchmarking.
- d. Liaising and negotiating with internal stakeholders to address concerns associated with, and to progress and provide input into, assigned programs, projects, systems and/or services.
- e. Undertaking research and analysis to provide advice, information and correspondence that supports the delivery of assigned agency programs, projects, systems, policies and/or services.
- f. Assisting with the development and implementation of relevant and effective policies, strategies, standards, guidelines and procedures to meet program or Section goals and objectives.
- g. Contributing to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with legislative requirements, the [Code of Ethics for the South Australian Public Sector](#), equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.
- h. Contributing to a high standard of customer service for internal and external clients and quality management and risk.

Special Conditions and Essential Requirements

This role has been classified as a position of trust. The incumbent is subject to a satisfactory criminal history/record check in line with departmental policies and procedures.

Some work outside normal hours may be required.

Qualifications / Licences

- a. Nil.

Person Capabilities

- a. Demonstrated ability to work respectfully and effectively with Aboriginal and Torres Strait Islander people and an understanding of Aboriginal cultural values and social issues and ensuring programs and services are accessible and meet Aboriginal community needs.
- b. Demonstrates a commitment to exhibiting and inspiring their team members and workforce to actively engage in the behaviours that reflect the DPTI values including:

- i. **Collaboration** – “At DPTI we work collaboratively as one team to serve the South Australian Community. This means our diversified teams work together to achieve our shared goals.”
 - ii. **Honesty** – “At DPTI we are honest, open and act with integrity. This means we are truthful, sincere and transparent in our decision making and act at all times in such a way as to uphold the trust of the people we work with.”
 - iii. **Excellence** – “At DPTI we are committed to excellence in everything we do. This means we use our energy, skills and resources to make whatever we’re doing the best. We are committed to ensuring the Health and Safety of our employees and customers.”
 - iv. **Enjoyment** – “At DPTI we enjoy our work and recognise our success. This means we have fun at work, celebrate our achievements and foster an environment where our people can thrive”.
 - v. **Respect** – “At DPTI we respect, understand and value ourselves and every person in our business. This means we listen, embrace diversity in others and have a consistent application in our approach to one another.”
- c. Exhibit behaviours that model integrity, professional accountability and diversity across the department, across-government, and community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.
 - d. Demonstrates commitment and accountability to the implementation of the Premier's Safety and Wellbeing Declaration and requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.
 - e. Consistently manages high volumes of work, pays close attention to accuracy and detail and meets targets within deadlines.
 - f. Sound knowledge and relevant skills 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.
 - g. Proven ability to work under general direction, independently or 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.
 - h. Proven ability to communicate clearly and concisely with a wide range of people including the ability to listen to stakeholders, handle sensitive or difficult issues with tact and diplomacy and maintain a high degree of confidentiality at all times.

Delegate Approval

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Name

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Signature

Date: / /