

Title of Position		Classification
Business Support Officer – Library & Resource Centre		ASO2
Occupant:	Vacant (permanent 0.2 FTE)	

Job Specification

Key Purpose of the role:
As part of the Workforce Education Development Division the Business Support Officer works under the supervision of the Coordinator: Library and Resource Centre in promoting and improving the sexual health in the South Australian community through the effective coordination and provision of library and resource services to SHINE SA workers and the community.

Direct Reports
<ul style="list-style-type: none"> ▪ Not applicable

Key Relationships/Interactions:	
Internal	<ul style="list-style-type: none"> ▪ Responsible to the Coordinator: Library and Resource Centre and the Manager, Schools Education and Support Team ▪ Participates as a member of the Schools Education and Support Team and Division of Workforce Education and Development ▪ Collaborates with all SHINE SA staff
External	<ul style="list-style-type: none"> ▪ Liaises with other appropriate libraries and organisations

Work Health & Safety (WHS) Responsibilities/Duties
<p>Individual/worker responsibilities:</p> <ul style="list-style-type: none"> ▪ Responsible for reporting all incidents or 'near misses' that are witnessed. ▪ Responsible for reporting for work in a fit and healthy state to commence duties. ▪ Responsible for not putting self and others at risk as a result of your action, or inaction. ▪ Adhere to all WHS policies and procedures during the course of your work

Key Results Areas

Key Result Areas	Key Tasks	Performance/Standard Measures
Library, Resources and Online Shop Services	<ul style="list-style-type: none"> ▪ Cooperate with the Coordinator: Library and Resource Centre to efficiently and effectively administer the library, resource and online shop services ▪ Assist in the delivery of efficient and effective customer service ▪ Under the guidance of the Coordinator: Library and Resource Centre, assist with processing of books, resources and online shop purchases. 	<ul style="list-style-type: none"> ▪ To be determined from KPIs as per WEDD annual operational plan
Resource Distribution and Management	<p>Ensure that all internal and external orders for SHINE SA leaflets and free resources are processed as below:</p> <ul style="list-style-type: none"> ▪ complete orders and send to clients / SHINE SA staff ▪ forward processed orders forms to Team Manager for invoicing ▪ keep data records and statistics on all orders using our IT systems 	
Organisational/Workforce Education	<p>Contributes to the efficiency and effectiveness of SHINE SA's professional education programs through:</p> <ul style="list-style-type: none"> ▪ working with staff to provide current sexual health information, resources which complement education courses 	

Special Conditions		
<ul style="list-style-type: none"> ▪ Appointment is subject to a current and satisfactory Working with Children Check through the Department of Communities and Social Inclusion to be renewed every 5 years thereafter from date of issue. ▪ Due to operational requirements, the incumbent may be required to work across any of SHINE SA's service locations. ▪ The incumbent is required to hold a valid, current driver's license and be willing to drive. ▪ For all permanent, part time or full time SHINE SA staff a six month probationary period applies. ▪ SHINE SA is a smoke free work environment and staff are required to observe this non-smoking policy. ▪ Employees are required to actively participate SHINE SA's performance planning, review and development program. ▪ Employees are required to work towards the implementation of SHINE SA Strategic Directions. ▪ The incumbent will be responsible for contributing to SHINE SAs Continuous Quality Improvement program ▪ The incumbent will be responsible for the proper management of Records related to the position as per Records Management procedures of SHINE SA. ▪ Responsible for submitting activity data as per standards and guidelines of SHINE SA. 		

Confidentiality		
<p>I understand and agree that as a Sexual Health information networking and education SA (SHINE SA) employee, or as a person having access to client information and/or client records at Sexual Health information networking and education SA (SHINE SA) that I must hold this information in confidence.</p> <p>Further, I understand that unauthorised disclosure, whether intentional or involuntary, of confidential information may be the cause for an investigation, disciplinary action or immediate termination of my employment and possibly result in Civil or Statutory Action against me.</p> <p>I have read the Confidentiality Policy and accompanying procedures, and I fully understand and accept the necessity to maintain these standards.</p>		
Signature:	_____	/ /

Role Acceptance		
<p>I understand and accept the offer of employment, in the position of Business Support Officer – Library and Resource Centre in the letter dated <date></p>		
Signature:	_____	/ /

Job and Person Specification Approval		
Division Manager	Tracey Hutt, Director	14/06/2022
Employee	_____	/ /

Person Specification

Essential Minimum Requirements

Educational/Vocational Qualifications
Personal Abilities/Aptitudes/Skills
<p>An ability to:</p> <ul style="list-style-type: none"> ▪ operate the library and resource centre catalogues ▪ provide library services to staff, students, and general public ▪ use the Internet, email and other MS Office Suite of programs ▪ lift boxes of resources using manual handling techniques ▪ demonstrate effective interpersonal skills ▪ demonstrate values, attitudes which are consistent with SHINE SA’s Strategic Directions ▪ determine priorities, plan, and work towards the achievement of organisational goals. ▪ problem solve and manage conflict constructively. ▪ apply a range of effective communication skills. ▪ work effectively as a member of a multi-disciplinary team. ▪ determine personal and professional development goals. ▪ Demonstrates values and attitudes that celebrate sexual diversity and gender diversity

Experience
<ul style="list-style-type: none"> ▪ Experience in using library software ▪ Experience in the operation of office equipment such as photocopiers, printers and audio-visual equipment ▪ Experience in library and resource service provision

Knowledge
<ul style="list-style-type: none"> ▪ Knowledge of and commitment to the Strategic Directions of SHINE SA ▪ Knowledge of and commitment to the principles of: <ul style="list-style-type: none"> ▪ Multiculturalism ▪ Equal opportunity ▪ Work health and safety ▪ Effective consumer services ▪ Reconciliation

Desirable Characteristics

Personal Abilities/Aptitudes/Skills
<ul style="list-style-type: none"> ▪ Ability to determine personal and professional development goals ▪ Ability to speak a language other than English

Experience
<ul style="list-style-type: none"> ▪ Working with SHINE SA’s communities of interest

Knowledge
<ul style="list-style-type: none"> ▪ Knowledge and understanding of sexual health issues

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IT & Records Manager

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