



TITLE OF POSITION: Manager, Accommodation and Client Services

CLASSIFICATION LEVEL: **MAS3**

## 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

Development Division comprises 6 directorates:

1. Property
2. Information and Strategy
3. Planning and Transport Policy
4. Investment Management
5. Architecture and Built Environment
6. Recreation and Sport

This role is in the Property Directorate.

## Role Overview

This role is a senior leadership role, responsible for leading a multi-disciplinary team of 47 property professionals covering the disciplines of Client Strategy and Relationship Management, Lease Negotiations for the Whole of Government, Lease Management for the Whole of Government, Property Services for the whole of the Department of Planning, Transport and Infrastructure and all of the Whole of Government Employee Housing responsibilities. The role is responsible for a lease management portfolio of 358 Expenditure Leases, 327 Revenue Leases and 101 Notional Lease totalling 786 leases with a total rental value of \$347 million per annum as identified in the annual budgets. The Government Housing Portfolio totals 1,696 residential properties made up of 1428 owned and 268 leased

Directorate:  
Position Number:  
ANZCO Code:  
Location: PO6 Template #9493373



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residences. The Commercial Office Portfolio comprises 494 Leases covering 523,262 square metres of NLA and over 30% of the total CBD Office Market stock at an annual rental of over \$187 million. In addition to the senior leadership requirements of this role, it also is responsible for the formation and execution of Whole of Government Office Accommodation Strategies and Whole of Government Housing Strategies and the primary contact for the Whole of Government Client Relationship management, inclusive of responsibilities for Ministerial Briefings and the Preparation and Actioning of SA Government Cabinet Submissions for all disciplines identified above.

The SAES Competency Framework aligns the best elements from a range of executive competencies around the world to the current priorities of the public service. The competencies that executives must meet are:

- Shapes strategic thinking and change
- Achieves results
- Drives business excellence
- Forges relationships and engages others
- Exemplifies personal drive and integrity.

## Key Outcomes of the Role

The Manager, Accommodation and Client Services is required to undertake a wide range of activities which may include all or any of the following:

- a. Leading the business unit's vision, within DPTI and across government, to initiate, drive and deliver state-wide strategies, policy, systems and projects that deliver a primary Agency objective within a context of complex economic, environmental, social and workforce issues.
- b. Initiating, leading and managing business unit priorities, plans, operational initiatives and related budgetary processes to provide a whole of government integrated approach that delivers Agency objectives of the State's Strategic and Infrastructure Plans.
- c. Anticipating emerging risks and changing context when resolving complex issues and where required, leading and managing compliance and licensing services and frameworks that implement relevant state and national legislation.
- d. Leading and directing workforce planning, accountability and change initiatives, frameworks and processes to motivate staff, establish and measure performance, deliver results and achieve savings to improve the business unit's overall performance.
- e. Ensuring, where required, that national policies are influenced on behalf of the State, and new government policy directions are advised on and implemented across the business unit using expert research and high level consultation processes.
- f. Representing the views of Government on national and state forums and initiating and managing high quality, credible working relationships with DPTI Executive, Ministers and stakeholders across the community and all levels of government.
- 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.

- i. Excellence in service delivery, drives strategic outcomes, contributes to the state's economic development and job creation and promotes a culture of "one Government".

## Special Conditions and Essential Requirements

As a senior leadership role, the person in this role will have extensive management and leadership experience with significant sized professional teams in corporate and/ or government organisations. The person will have significant experience in complex organisational structures with abilities to deal with significant political and operational complexity and ambiguity. The person will have extensive experience and demonstrable excellence in leading and delivering strategic outcomes and trusted, high level client services with excellent leadership, relationship and management skills.

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 and some intra and interstate travel involving overnight absences may be required.

A current driver's licence is essential.

### **Qualifications / Licences**

- a. Relevant tertiary qualifications.

**Tertiary qualifications in Property, Business, Law and/ or Commerce will be strongly valued.**

### **Person Capabilities**

- a) Demonstrated experience in working with and promoting Aboriginal and Torres Strait Islander people's aspirations to self determination, provide organisational leadership ensuring culturally inclusive programs, community engagement, policies and practices.
- b) Directs DPTI's cultural change by leading, modelling and engaging the workforce to embrace and exhibit the DPTI values and behaviours including:
  - o **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."
  - o **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."
  - o **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."
  - o **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".
  - o **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) Drives a culture of integrity, professional accountability and diversity across the department and across government, and through community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.
- d) Drives a culture of commitment and accountability in 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) Builds and promotes the business unit's commitment to customer service excellence and demonstrates extensive experience in leading, motivating and influencing staff and driving objectives that improve performance across strategically aligned multifaceted activities.
- f) Sets clear performance standards, delivers strategically aligned services and initiatives of state-wide impact, and engages with stakeholders to negotiate highly sensitive and complex concepts with timely and concise verbal and written skills.
- g) Demonstrates comprehensive knowledge of corporate governance, financial and workforce management principles, and experience in integrating technical expertise to deliver business unit outcomes, paying heed to social, economic and commercial considerations.
- h) Positions the business unit for future success, defines objectives and strategic plans, enables the achievement of outcomes by identifying and removing potential barriers, leads innovative solutions and implements change and risk management initiatives.

Delegate Approval

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Name

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Signature

Date:     /     /