

Role Statement



TITLE OF POSITION: Manager Registration and Licensing Reform
CLASSIFICATION LEVEL: MAS3

Delegate Approval of Role Statement

<u>Michael Deegan</u>	<u>Chief Executive</u>	<u></u>	<u>/03/2015</u>
Name	Title	Signature	Date

Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) works as part of our community to deliver effective planning policy, efficient transport and social and economic infrastructure. This is done by working as a values based organisation harnessing the diversity of our purposes and our people to improve the lifestyle of all South Australians. By working together we capitalize on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

Organisational Values and Personal Behaviours

Our organisational values help us to focus on how we conduct our business, rather than simply the result. They provide a framework for decisions and actions that ultimately affect the quality of service we deliver to the South Australian community. A range of behaviours have been identified to support the values.

- a) **Collaboration** - Interacts and communicates with others in a positive, clear and honest way; shares knowledge, information and lessons learnt with others; works in partnership with and is willing to engage with colleagues.
- b) **Honesty** - Interacts and communicates with others in a positive, clear and honest way; is reliable, does what they say they will and ensures decisions are implemented; has the courage to admit mistakes and works to find solutions.
- c) **Excellence** – takes prompt action to make corrections; goes the extra mile; is committed to continuous improvement and embraces change; accepts feedback in a positive way and acts on it; is courteous and open in dealing with others; ensures they understand what is expected.

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- d) **Enjoyment** – speaks positively and constructively about colleagues and the organisation; recognises contributions and celebrates achievements; values colleagues, respects their point of view and encourages them to enjoy their work; finds creative ways to make work rewarding, invests time in other people and enables their growth.
- e) **Respect** – shows courtesy in language used and behaviours; listens actively and reserves judgement when a view doesn't accord with their own; addresses conflict directly with others in a manner that focuses on early resolution; accepts who has been delegated responsibility for a role/function/action and allows them to exercise that responsibility; values the skills, knowledge, differences and contributions of others.

Role Overview

The Manager Registration and Licensing Reform is responsible for providing high level leadership to a team of staff with management of significant resources, which lead, oversee and ensure the effective delivery of critical registration and licensing system, day to day contract and governance management functions, including assuming the role of Deputy Registrar of Motor Vehicles. The Manager has a key focus on leading and managing the delivery of the Transport Regulation User Management Processing System (TRUMPS), which is a highly critical and complex system that underpins the department's registration and licensing operations (vehicles and vessels).

This position is responsible for ensuring processes are in place to protect the integrity and confidentiality of sensitive data, and that non compliance with work instructions and policy are brought to the attention of the Registrar of Motor Vehicles for appropriate action.

Service SA utilises TRUMPS for all of their transaction processing and a broad range of internet based transaction services to the South Australian community. Working within this critical context, the position delivers high level oversight and monitoring of the system functionality, including determining requirements for, and managing, system and programming changes, system debug analysis, enhancements and system fixes and conducting high level consultation and negotiation with TRUMPS stakeholders and interface agencies including the commercial banking sector and law enforcement agencies.

The position oversees the day to day management of a range of major contracts for services such as printing, number plate manufacturer and distribution and production of drivers and other Government related licences (for example Firearms licence on behalf of South Australia Police). The position has responsibility for leading the preparation and management of significant registration and licensing procedural documents and governance structures that support best practice contract management and performance. The position is also responsible for the management of the department's registration and licensing online reform processes.

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The scope and functions of this role are critical to the delivery of government services. Additionally, this role is pivotal in delivering the department's contribution to the Premier's *Digital by Default Declaration*, which has committed the State Government to transforming its services to reflect South Australia's rapid uptake of digital technology and for implementation of other key Government reform initiatives that impact on vehicle registration and compulsory third party insurance.

The position will manage approximately 25-30 staff and requires relevant tertiary qualifications in information management, business administration or equivalent industry and regulatory experience.

The Manager Registration Licensing Reform is accountable to the General Manager for:

- Leading and managing a range of complex and critical programs, projects, systems and/or services that are consistent with agency and whole-of-government strategies, policies and priorities and deliver the section's objectives, including leading and managing change within DPTI.
- Leading, influencing and motivating staff, clients and others in the achievement of difficult and sometimes conflicting objectives.
- Resolving complex issues with innovative solutions that are consistent with the SA strategic objectives and national and international developments.
- Shaping, monitoring and evaluating business plans to achieve substantial improvement in a core aspect of the department.
- Formulating policies and practices that influence the direction on key corporate issues, position the organisation to meet future challenges and enable the achievement of the section's goals and objectives.
- Managing substantial and complex resources to achieve corporate goals.
- Leading major programs, projects, systems and/or services affecting key and core elements of the agency's mission or operations.
- Negotiating ideas and concepts with the Chief Officer and general managers to achieve the adoption of specific procedures, methods and strategies.

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Key Outcomes

Lead and manage a range of complex and critical programs, projects, systems and/or services, including change within DPTI, that are consistent with agency and whole-of-government strategies, policies and priorities and deliver the section's objectives by:

- a) leading and managing cohesive teams of high performing staff including implementing robust staff performance, re-deployee and development processes that recognise success and meet business needs.
- b) shaping and leading specialised and strategic planning functions including the development of services, systems and/or programs to meet diverse customer needs and improve a core aspect of department operations.
- c) championing the agency's vision, values and goals, and leading and managing change within DPTI including identifying opportunities, transforming ideas into actions and operating within a whole-of-government context that takes account of multiple perspectives.
- d) developing and implementing quantitative evaluation and risk management mechanisms including leading the delivery and reporting of performance benchmarking and audits.
- e) initiating and overseeing the development of policies, strategies, standards and procedures that achieve section objectives and facilitate excellence in outcomes.
- f) collaborating with staff across the agency to lead investigations and projects that address critical risks and disputes with innovative solutions consistent with SA strategic objectives and national and international developments.

Lead and ensure the delivery of strategic advice to stakeholders across South Australia by:

- a) representing the General Manager including participating on relevant committees, forums and working groups to provide expert advice and promote government and DPTI policy on complex and critical matters.
- b) providing an expert senior point of contact in relation to the section's activities and working collaboratively with key internal and external stakeholders to influence and support the development of strategies and policy.
- c) delivering high level advice and consultancy in relation to the effective engagement of stakeholders and management of service providers and contracts to achieve the section's objectives.
- d) providing a range of specialised and strategic advice to executive and managers across the agency in support of high level planning, operational efficacy and the resolution of complex or sensitive issues.

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- e) overseeing the research and development of high level departmental documents, correspondence, and advice, for dissemination to senior DPTI staff and/or the Minister's Office.

Deliver leadership and expertise for the efficient and effective management and operation of the section by:

- a) ensuring positive cooperation with all other sections to implement cohesive strategic planning and decision making activities and processes that meet relevant legislative requirements.
- b) driving the implementation of organisational change and improvement initiatives to maximise results across all operations, including negotiating with key stakeholders on changes, issues or opportunities.
- c) working in collaboration with the General Manager to determine and secure section finances and managing significant resources that drive the delivery of operations, programs, projects and initiatives.
- d) developing and managing the implementation of new innovative and outsourced business models that achieve efficiencies in agency operations and meet customer expectations.
- e) developing and implementing corporately aligned customer service strategies that ensure the provision of prompt, efficient and responsive services.
- f) modelling and implementing DPTI's and the public sector's social and ethical values and standards that comply with legislative requirements and lead community expectations.

Ensure that a safe and healthy work environment, free from discrimination is provided for employees by:

- a) taking a leadership role in implementing a range of section workforce initiatives for aboriginal recruitment and retention, women in leadership, and workers compensation.
- b) ensuring that respect amongst staff and colleagues is modelled, understood and that workplace diversity is embraced.
- c) implementing departmental human resource policies.
- d) ensuring that the principles of Equal Employment Opportunity, WHS, Customer Service and Ethical Conduct are a normal part of doing business.
- e) managing industrial relations issues DPTI appropriately as they arise.

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Special Conditions and Essential Requirements

Some out-of-hours work will be required. Intra/interstate travel necessitating overnight absences may be required.

Qualifications / Licences

- a) relevant tertiary qualifications in information management, business administration or equivalent industry and regulatory experience.

Person Capabilities

- a) extensive experience in driving for outcomes through leading, motivating and influencing a diverse range of staff in the delivery of strategic programs, projects, systems and/or services that efficiently utilise allocated resources.
- b) demonstrated strategic thinking and ability to act with urgency, accept and expect responsibility, successfully lead and implement solutions and change and risk management initiatives across an organisation.
- c) proven ability to work under broad government and/or agency directions in determining measuring and improving performance outcomes and strategically planning multifaceted activities to achieve corporate objectives.
- d) comprehensive knowledge of the issues, risks, trends and directions associated with the assigned services, systems and/or programs, particularly within the context of social, economic and commercial considerations.
- e) successful experience in influencing sensitive negotiations that engage stakeholders and demonstrate commitment to customers, with high level writing skills that deliver clear and concise advice appropriate to the audience.
- f) demonstrated understanding of Aboriginal and Torres Strait Islander peoples' cultures and social issues, with the ability to recognise and address barriers to Aboriginal and Torres Strait Islander peoples' participation in departmental policies, programs and services.
- g) demonstrated commitment to the principles and practices of equal employment opportunity, customer service, ethical conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of the Premier's Safety and Wellbeing Declaration and the legislative requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management, or to an equivalent set of standards.
- h) demonstrated commitment and ability to facilitate culture change through implementation of the Public Sector code of ethics and Professional Conduct Standards within that code, and the DPTI Values.

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