

Role Statement



TITLE OF POSITION: Performance and Improvement Team Leader, Regions
CLASSIFICATION LEVEL: ASO-5

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

People and Business Division comprises of four directorates: Investment Services, Information Services, Customer Experience and People and Performance.

This role is part of the Performance Support Services section of People and Performance directorate.

Role Overview

The Performance and Improvement Team Leader is accountable to the Unit Manager, General Administration and has strong working relationships with other Performance and Improvement Coordinators/Team Leaders for the successful delivery of general administration services across DPTI.

The Performance and Improvement Team Leader is responsible for coordinating, undertaking and supporting the full performance cycle of general administrative officers and reallocated Business Support staff across various DPTI sites. The role is responsible for actioning opportunities for staff career progression, training and development and the continuous improvement of process and systems.

The role is also responsible for collaborating with the business and assessing resourcing needs; rolling out opportunities for improvement; and, rolling out tools for consistency.

Directorate: People & Performance
Position Number:
ANZCO Code:
Location: Regional
ASO5 Performance & Improvement TL Regions
#9796794



Government of South Australia
Department of Planning,
Transport and Infrastructure

Key Outcomes of the Role

The Performance and Improvement Team Leader, Regions is required to undertake a wide range of activities which may include all or any of the following:

- a. Implementing and/or coordinating assigned agency programs, projects, systems, policy development processes and/or services that are considered to be broad in scope and may include supporting related planning, change and improvement functions.
- b. Motivating and/or mentoring staff and controlling allocated resources to deliver assigned agency programs, projects, systems, policy development processes and/or services.
- c. Resolving complex issues with innovative solutions that are consistent with Agency objectives which may include developing and selecting new techniques and methodologies appropriate to the discipline and agency.
- d. Providing high level analysis, research, information and expert advice that will assist in the development of assigned agency programs, projects, systems, policies and/or services.
- e. Undertaking critical, sensitive and/or complex information, consultation and/or negotiation processes with stakeholders and across government agencies.
- f. Coordinating investigations and preparing reports and recommendations on matters of some complexity and sensitivity.
- 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.

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 communicating and facilitating cultural change by influencing the workforce to actively engage and exhibit behaviours reflecting 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. Facilitates 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. 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. Understands and is responsive to customer needs and perspectives, and provides a professional positive experience while managing outcomes which respect DPTI's systems, processes, and policies.
 - f. Demonstrates accountability for managing the timely delivery of departmental programs and projects while maximising the utilisation of resources, and providing staff with professional development opportunities.
 - g. Demonstrated ability to act with urgency, accept and expect responsibility, positively support change and risk management initiatives and implement complex solutions within span of assigned functions.
 - h. Demonstrated ability to communicate effectively, succinctly and accurately, in writing and verbally, in a professional and tactful manner including successfully negotiate and resolve conflict with staff and stakeholders.

Delegate Approval

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Name

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Signature

Date: / /