

Role Statement



TITLE OF POSITION: Manager Programmed Operations
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

As part of the Safety and Service Division the Facilities Services Branch contribute to the effective management of government building assets through the constant review and improvement of facility related services, plans and procedures to reduce the whole-of-life cost to government or maximise the useful life of its built asset portfolio. The Facilities Services Branch comprises of five (5) sections: Business Management and Support, Health Operations, Metropolitan Operations, Regional Operations and Strategic Operations and Contracts Section.

The position sits within the Business Management and Support Section which is responsible for the management / administration /audit and standardisation of services of the Facilities Services Branch as they apply to the Across Government Facilities Management Arrangements (AGFMA) to deliver a responsive, value for money, quality facilities management services for government agencies. The Business Management and Support Section comprises of 3 Business Units that provide assistance across all areas of Facilities Services in the areas of Finance Systems and Reporting, Branch Support and Programmed Operations.

Role Overview

The role of the Manager Programmed Operations ensures the efficient and effective delivery of the annual operational programs including the Preventative Maintenance Program schedule for Facilities Services. The role plans, manages and monitors the engagement and delivery of services through contracted providers ensuring breakdown maintenance responsive services are carried out in accordance with agreed service levels. The Manager Programmed Operations reviews, audits and enhances programmed maintenance processes and functions including the preparing and compilation of programmed maintenance budgets and delivering advice, guidance and relevant information to ensure the delivery of client focussed service.

Directorate:
Position Number:
ANZCO Code:
Location:



Government of South Australia
Department of Planning,
Transport and Infrastructure

Key Outcomes of the Role

The Manager Programmed Operations 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

- Some work outside normal hours and inter/intrastate travel involving overnight absences may be required.
- 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.
- A current driver's licence is essential.

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 ability to deliver departmental programs under limited direction, and in a timely manner collaborates intradepartmentally to seek and provide informed advice on complex issues to mitigate the agency's risk.
 - g. Proven experience in successfully coordinating and/or implementing programs and projects that maximises the utilisation of resources, and where required, providing staff with professional development opportunities.
 - h. Contemporary knowledge of the discipline and the issues, risks, trends and directions associated with the span of assigned functions including an understanding of related government programs and policies.

Delegate Approval

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Name

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Signature

Date: / /