

# Role Statement



TITLE OF POSITION: DPTI Business Coordinator - South  
CLASSIFICATION LEVEL: ASO6

## 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 South Australian citizens.

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 three directorates: Investment Services, Customer and Information Services, and People and Performance.

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

## Role Overview

The DPTI Business Coordinator is accountable to the Manager, Performance Support Services for the delivery of seamless, efficient, effective, customer focused service to internal and external stakeholders. This is achieved by providing a DPTI single point of contact to regional customers within the service area, and coordinating responses to customers. This service is provided on behalf of business units to minimise duplication and ensure consistency of advice across DPTI.

To respond to regional issues and enquiries, the DPTI Business Coordinator requires high level communication skills, in depth knowledge of the Department and the functions performed in each section, knowledge of issues in the service area including stakeholder concerns and priorities, and overarching knowledge of business priorities on a day-to-day basis.

Directorate: People and Performance  
Position Number:  
ANZCO Code:  
Location: Murray Bridge  
#ASO6 DPTI Business Coordinator - South



Government of South Australia  
Department of Planning,  
Transport and Infrastructure

## Key Outcomes of the Role

The DPTI Business Coordinator is required to undertake a wide range of activities which may include all or any of the following:

- a. Receiving incoming enquiries / issues / requests from external stakeholders (Councils, Progress Associations, pastoralists, general public, other Government agencies).
- b. Receiving, coordinating and actioning internal requests for information / service.
- c. Directing enquires to the appropriate section for response or action.
- d. Monitoring outgoing responses to ensure consistency.
- e. Facilitating communication / collaboration between the various sections in the service area to ensure consistency, efficiency and seamless DPTI service.
- f. Coordinating representation from appropriate sections to deal with enquiries from Councils.
- g. Undertaking local external communication – e.g. radio interviews.
- h. Coordinating or leading DPTI representation on local committees e.g. Zone Emergency Committee, Zone Area Committee, Regional Coordination Network, Natural Resource Management etc, consistent with the provisions of the state emergency management plan.
- i. Receiving and co-ordinating responses to Ministerial enquires, questions on notice and parliamentary briefing notes for the service area.
- j. Reporting and governance for offices in the service area including security, business continuity, customer service and stakeholder engagement key performance indicators.
- k. Coordinating risk assessments and reporting for catastrophic fire day events affecting any part of the service area.
- l. Coordinating and reporting Work Health and Safety requirements for all offices in the service area, including workplace safety inspections, emergency planning committees (evacuations), office first aid, risk registers and hazardous substance registers.
- m. Chairing relevant Work Health and Safety committees e.g. the Emergency Management Committee.
- n. Coordinating on-site mandatory learning and development (i.e. Workzone, White Card, first aid), to create efficiencies in delivery of training to regionally based staff.

## Special Conditions and Essential Requirements

Located in Murray Bridge.

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.

### **Qualifications / Licences**

Driver's Licence

**Person Capabilities**

- a. 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 people’s participation in departmental policies, programs and services.
- b. Facilitates DPTI's cultural change by leading, modelling and engaging the workforce to embrace and exhibit the DPTI values and behaviours 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. 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 198.7*
- 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. Delivers customer focused and strategically aligned services and practices using effective verbal and written communication to successfully engage stakeholders and negotiate complex matters.
- f. Works under broad direction, independently or as part of a team and applies well-developed discipline knowledge, prioritises, plans and coordinates activities, implements change and mitigates risk.
- g. Well-developed knowledge of the discipline and the issues, risks, trends and directions associated with the span of assigned functions including an understanding of social, economic and commercial considerations.
- h. Demonstrated ability to communicate effectively, succinctly and accurately, in writing and verbally, to people at all levels in a professional and tactful manner.

Delegate Approval

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Name

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Signature

Date: / /