

Role Statement



TITLE OF POSITION: Unit Manager, General Administration
CLASSIFICATION LEVEL: ASO-7

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 forms part of the Performance Support Services Section of People and Performance directorate.

Role Overview

The Unit Manager, General Administration is accountable to the Manager Performance Support Services for the successful delivery of administrative support services across DPTI.

The Unit Manager, General Administration manages a team of general administrative officers and works in collaboration with Performance Support Services Unit Managers to ensure seamless service and precision support resourcing as required.

The Unit Manager should be able to coach and support Performance & Improvement Coordinators/Team Leaders to achieve expected outcomes, support and direct the development of consistent approaches, structure tools for use by Performance & Improvement Coordinators/Team Leaders and for easy reporting capability.

The Unit Manager, General Administration should handle resourcing matters escalated by the business and /or coordinating as well as work with business and Performance & Improvement Coordinators/Team Leaders to better understand business needs.

Key Outcomes of the Role

The Unit Manager, General Administration is required to undertake a wide range of activities which may include all or any of the following:

- a. Initiating, planning and delivering significant assigned agency programs, projects, systems and/or services that are consistent with the agency's objectives, including coordinating the implementation of change initiatives.
- b. Coordinating the resources and implementation processes for sensitive, innovative, critical or complex Statewide/service wide operations that demand a significant level of responsibility and decision making.
- c. Managing and motivating staff, clients and others in the achievement of difficult and sometimes conflicting objectives.
- d. Resolving complex issues with innovative solutions that are consistent with Agency objectives.
- e. Providing expert advice to senior management and external stakeholders regarding current relevant developments and their potential implications to agency policies and strategic plans.
- f. Leading, where required, high level research and analysis of complex and sensitive issues and/or policies.
- 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 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 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. Delivers customer focused and strategically aligned services and practices and engages with stakeholders to successfully negotiate sensitive, critical or complex matters.
- f. Extensive experience in motivating and managing the performance and development of administrative staff in the delivery of complex programs, projects, systems and/or services that efficiently utilise allocated resources.
- g. Demonstrated ability to act with urgency, accept and expect responsibility, successfully implement and coordinate change and risk management initiatives and complex solutions within span of assigned functions.
- h. Demonstrated ability to communicate effectively, succinctly and accurately, in writing and verbally, to people at all levels 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: / /