

# Role Statement



TITLE OF POSITION: Maintenance and Quality Assurance Coordinator  
CLASSIFICATION LEVEL: ASO-4

## 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 Services and Development, Health Operations, Metropolitan Operations, Regional Operations and Strategic Operations and Contracts Section.

The position sits within the Business Support and Quality 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 all government agencies. The Business Support and Quality Section comprises of 3 Business Units that provide assistance across all areas of Facilities Services in the areas of Finance Systems and Reporting, Administration and Branch Support and Programmed Operations.

## Role Overview

The Maintenance and Quality Assurance Coordinator is responsible for coordinating and undertaking the efficient and effective delivery of the annual Programmed Maintenance Program schedule for Facilities Services (metro and regional). The role analyses requirements and engages contracted service providers, monitors service delivery, ensures breakdown and preventative maintenance services meet agreed service levels and response times. The Maintenance and Quality Assurance Coordinator reviews, audits and enhances programmed maintenance processes, prepares, compiles and monitors Programmed maintenance budgets, and delivers high quality reports, information and advice to inform decision making and support a 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 Maintenance and Quality Assurance Coordinator is required to undertake a wide range of activities which may include all or any of the following:

- a. Coordinating, or undertaking a range of complex functions associated with, assigned discrete programs, projects, systems and/or services that are consistent with agency strategies, policies and priorities and deliver the Section's objectives.
- b. Supervising and training staff where required, coordinating resources and ensuring the standard of work quality, service delivery and/or compliance with regulations, codes, and specifications meets the Section's objectives.
- c. Undertaking investigations, preparing reports with recommendations, maintaining records and systems and contributing to the development of programs, services and projects and performance benchmarking.
- d. Liaising and negotiating with internal and external stakeholders and service providers to address concerns associated with, and to progress and provide input into, assigned programs, projects, systems and/or services.
- e. Undertaking a broad range of research and analysis to provide advice, information and correspondence that supports the delivery of assigned agency programs, projects, systems, policies and/or services.
- f. Supporting and/or contributing to the development and implementation of relevant and effective policies, strategies, standards, guidelines and procedures to meet program or Section goals and objectives.
- 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.
- 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. Manages customers enquiries by utilising a sound knowledge of related government programs, policies and/or legislation that impact on the functions of the role and the Agency.
  - f. Has well-developed communication skills, including the ability to liaise effectively at all levels, listen to staff, service providers and customers, resolve conflict, contribute to successful and positive negotiations, and formulate solutions to problems.
  - g. Experience in successfully coordinating and/or undertaking a broad range of complex functions associated with assigned programs, projects, systems, policies and/or services requiring the oversight of work quality and the efficient utilisation of resources.
  - h. Ability to work under limited direction, with experience in coordinating and/or implementing a broad range of complex functions associated with assigned programs, projects, systems, policies and/or services.

Delegate Approval

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Name

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Signature

Date: / /