

# Role Statement



CLIENT OFFICER STRATEGY AND RELATIONSHIPS  
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

Development Division comprises of six directorates: Information and Strategy, Investment Management, Architecture & Built Environment, Planning & Transport Policy, Recreation and Sport and Property.

This role belongs to the Property Directorate which focuses on the key objectives of Driving Strategic Outcomes, Excellence in Service Delivery and Continuous Improvement.

## Role Overview

The Client Officer Strategy and Relationships is accountable to the Client Manager for the management of a portfolio of leased and owned commercial accommodation across the State.

The role will provide a high level of effective customer service and contribute to the development of a range of strategies that are based upon government strategic plans and objectives, and cost effective property solutions.

The role will deliver excellence in service delivery, drive strategic outcomes, contribute to economic development and job creation and promote a culture of "one Government".

## Key Outcomes of the Role

The Client Officer Strategy and Relationships is required to undertake a wide range of activities which may include all or any of the following:

Directorate:  
Position Number:  
ANZCO Code:  
Location: #ASO5 Template 9704710



Government of South Australia  
Department of Planning,  
Transport and Infrastructure

- 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.

Some work outside normal hours and some intra and interstate travel involving overnight absences may be required.

A current drivers licence is essential.

### **Qualifications / Licences**

- a. Tertiary qualifications in Property, Business or a relevant discipline is desired.

### **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. 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. High level analytical and research skills to evaluate complex information, provide expert advice and communications, and develop clear correspondence and reports with recommendations for time critical deadlines.
  - f. High level analytical and research skills to evaluate complex information, provide expert advice and communications, and develop clear correspondence and reports with recommendations for time critical deadlines.
  - g. Proven ability to work under limited direction, independently or as part of a team, identify performance outcomes, plan and coordinate activities, set priorities, achieve objectives within deadlines and make timely and well informed decisions.
  - 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

Signature

Date:     /     /