

Role Statement



TITLE OF POSITION: Business Improvement Officer
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 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

Safety and Services Division comprises four directorates: Public Transport Operations, Asset Management, Infrastructure Delivery and Regulation.

This role belongs within the Asset Management Directorate which:

- Develops and implements infrastructure strategies and initiatives for the portfolio.
- Develops asset management strategies, including preparing, managing and maintaining asset registers and asset information systems.
- Provides a systematic and coordinated approach to optimally sustain portfolio infrastructure.
- Maximizes the value and delivery of infrastructure and assets over their whole of life.
- Provides governance review mechanisms including performance monitoring.
- Delivers the maintenance of assets to increase asset performance and return on investment, including building facilities, rail infrastructure and rolling stock, road network, marine facilities & fleet, plant and equipment.

Role Overview

The Business Improvement Officer:

- Is accountable to the Manager, Field Services, and is responsible for investigating, developing and implementing business safety and efficiency initiatives and programs across Field Services that can be quantified, benchmarked and reported to reduce business delivery costs and timelines and improve the safety business delivery functions.

Directorate: Asset Management
Position Number:
ANZCO Code:
Location: #10116713



Government of South Australia
Department of Planning,
Transport and Infrastructure

- Working with the Manager, Field Services and Unit Managers, has a key leadership role in developing and implementing business safety and efficiency and customer improvement strategies across Field Services.

Key Outcomes of the Role

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

- Planning, developing, managing and evaluating assigned agency programs, projects, systems, policy development processes and/or services that deliver DPTI's objectives, including the implementation of change initiatives.
- Motivating and/or mentoring staff and coordinating resources and stakeholders to deliver assigned agency programs, projects, systems, policy development processes and/or services.
- Resolving complex issues with innovative solutions that are consistent with Agency objectives and demand a significant level of responsibility for aspects of State, regional and/or local programs.
- Undertaking critical, sensitive and/or complex research, analysis and reporting relating to key data trends and policies that impact on successful completion and implementation of assigned programs, projects, systems and/or services.
- Providing expert policy input and advice to management and stakeholders regarding current relevant discipline developments and issues related to assigned agency programs, projects, systems and/or services.
- Managing critical, sensitive and/or complex information and consultation processes with stakeholders and across government agencies.
- 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.
- 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 travel necessitating overnight absences will be involved.
- 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

- Relevant degree level, or higher, qualifications – *Not Required*.
- A current Drivers Licence is essential.

Person Capabilities

- a. Understands Aboriginal and Torres Strait Islanders cultural issues and addresses access barriers to their 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. Significant experience in efficiently managing resources to develop, deliver, evaluate and improve programs, projects, systems, policies, services and staff performance.
- 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. Demonstrated ability to act with urgency, accept and expect responsibility, successfully implement change and risk management initiatives and complex solutions within span of assigned functions.
- h. Proven ability to work under broad 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.

Delegate Approval

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Name

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Signature

Date: / /