

DEPARTMENT OF PLANNING, TRANSPORT AND INFRASTRUCTURE

ROLE STATEMENT

Position Title: Manager Public Transport Operations and Planning

Section: Operational Services

Division: Safety and Service

Classification Level MAS3 **ANZSCO Code** 130000

Delegate Approval of Role Statement

Michael Deegan	Chief Executive		/ /2015
Name	Title	Signature	Date

Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) works as part of our community to deliver effective planning policy, efficient transport and social and economic infrastructure. This is done by working as a values based organisation harnessing the diversity of our purposes and our people to improve the lifestyle of all South Australians. By working together we capitalize on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

Role Overview

The Manager Public Transport Operations and Planning is responsible for providing high level leadership to a team of staff and significant resources, to lead, oversee and ensure the effective delivery of critical planning and operations for DPTI's metropolitan and regional public transport network, (including taxi and small passenger vehicle/hire car operations). In this capacity, the incumbent plans and leads the coordination of integrated transport systems, assets and operations that impact on the achievement of agency's strategic bus and taxi/hire car transport objectives and functions. The scope of the role includes having responsibility for ensuring the day-to-day coordination and delivery of all bus and taxi/hire car operations and functions to required service and safety standards, and leading the delivery of strategic and operational service planning functions across the bus, train and tram networks to meet community needs. The incumbent is also responsible for identifying, planning and/or managing a range of planned or ad-hoc projects, changes, risks, and issues and special events. The incumbent is responsible for making a range of decisions on the standards and performance of bus and taxi/hire car operations, in order to ensure that community demands for these services are effectively met, including leading complex review processes to identify and analyse potential service and operational changes.

The position leads complex and sensitive engagement with key stakeholders across the state, and in this capacity influences changes to operations, systems, legislation and policy, which facilitates the achievement of safety and efficiency improvements

for bus and taxi/hire car operations and networks. The incumbent has a close working relationship with bus contractors and taxi operators, and in this capacity leads collaborative and effective negotiations and consultations with these stakeholders, in order to ensure they meet their service quality and safety obligations. The role also includes leading and overseeing the management of bus fleet and depot operations, including the bus purchase program, and associated bus information and communication systems

It is critical that the position exercise high level leadership and vision at all times in order to develop and implement innovative and effective strategies, plans and changes, to manage significant organisational and political challenges, risks and competing priorities, and to champion the agency's principles of respect, collaboration and excellence.

The Manager Public Transport Operations and Planning is accountable to the General Manager for:

- Leading and managing a range of complex and critical programs, projects, systems and/or services that are consistent with agency and whole-of-government strategies, policies and priorities and deliver the section's objectives, including leading and managing change within DPTI.
- Leading, influencing and motivating staff, clients and others in the achievement of difficult and sometimes conflicting objectives.
- Resolving complex issues with innovative solutions that are consistent with the SA strategic objectives and national and international developments.
- Shaping, monitoring and evaluating business plans to achieve substantial improvement in a core aspect of the department.
- Formulating policies and practices that influence the direction on key corporate issues, position the organisation to meet future challenges and enable the achievement of the section's goals and objectives.
- Managing substantial and complex resources to achieve corporate goals.
- Leading major programs, projects, systems and/or services affecting key and core elements of the agency's mission or operations.
- Negotiating ideas and concepts with the Chief Officer and general managers to achieve the adoption of specific procedures, methods and strategies.

Key Outcomes

Lead and manage a range of complex and critical programs, projects, systems and/or services, including change within DPTI, that are consistent with agency and whole-of-government strategies, policies and priorities and deliver the section's objectives by:

- a) leading and managing cohesive teams of high performing staff including implementing robust staff performance, re-deployee and development processes that recognise success and meet business needs.
- b) shaping and leading specialised and strategic planning functions including the development of services, systems and/or programs to meet diverse customer needs and improve a core aspect of department operations.
- c) championing the agency's vision, values and goals, and leading and managing change within DPTI including identifying opportunities, transforming ideas into actions and operating within a whole-of-government context that takes account of multiple perspectives.
- d) developing and implementing quantitative evaluation and risk management mechanisms including leading the delivery and reporting of performance

benchmarking and audits.

- e) initiating and overseeing the development of policies, strategies, standards and procedures that achieve section objectives and facilitate excellence in outcomes.
- f) collaborating with staff across the agency to lead investigations and projects that address critical risks and disputes with innovative solutions consistent with SA strategic objectives and national and international developments.

Lead and ensure the delivery of strategic advice to stakeholders across South Australia by:

- a) representing the General Manager including participating on relevant committees, forums and working groups to provide expert advice and promote government and DPTI policy on complex and critical matters.
- b) providing an expert senior point of contact in relation to the section's activities and working collaboratively with key internal and external stakeholders to influence and support the development of strategies and policy.
- c) delivering high level advice and consultancy in relation to the effective engagement of stakeholders and management of service providers and contracts to achieve the section's objectives.
- d) providing a range of specialised and strategic advice to executive and managers across the agency in support of high level planning, operational efficacy and the resolution of complex or sensitive issues.
- e) overseeing the research and development of high level departmental documents, correspondence, and advice, for dissemination to senior DPTI staff and/or the Minister's Office.

Deliver leadership and expertise for the efficient and effective management and operation of the section by:

- a) ensuring positive cooperation with all other sections to implement cohesive strategic planning and decision making activities and processes that meet relevant legislative requirements.
- b) driving the implementation of organisational change and improvement initiatives to maximise results across all operations, including negotiating with key stakeholders on changes, issues or opportunities.
- c) working in collaboration with the General Manager to determine and secure section finances and managing significant resources that drive the delivery of operations, programs, projects and initiatives.
- d) developing and managing the implementation of new innovative and outsourced business models that achieve efficiencies in agency operations and meet customer expectations.
- e) developing and implementing corporately aligned customer service strategies that ensure the provision of prompt, efficient and responsive services.
- f) modelling and implementing DPTI's and the public sector's social and ethical values and standards that comply with legislative requirements and lead community expectations.

Ensure that a safe and healthy work environment, free from discrimination is provided for employees by:

- a) taking a leadership role in implementing a range of section workforce initiatives for aboriginal recruitment and retention, women in leadership, and workers' compensation.

- b) ensuring that respect amongst staff and colleagues is modelled, understood and that workplace diversity is embraced.
- c) implementing departmental human resource policies.
- d) ensuring that the principles of Equal Employment Opportunity, WHS, Customer Service and Ethical Conduct are a normal part of doing business.
- e) managing industrial relations issues appropriately as they arise.

Special Conditions

Some out-of-hours work will be required. Intra/interstate travel necessitating overnight absences may be required.

Essential Selection Criteria

Qualifications / Licences

- a) relevant tertiary qualifications.

Person Capabilities

- a) extensive experience in driving for outcomes through leading, motivating and influencing a diverse range of staff in the delivery of strategic programs, projects, systems and/or services that efficiently utilise allocated resources.
- b) demonstrated strategic thinking and ability to act with urgency, accept and expect responsibility, successfully lead and implement solutions and change and risk management initiatives across an organisation.
- c) proven ability to work under broad government and/or agency directions in determining measuring and improving performance outcomes and strategically planning multifaceted activities to achieve corporate objectives.
- d) comprehensive knowledge of the issues, risks, trends and directions associated with the assigned services, systems and/or programs, particularly within the context of social, economic and commercial considerations.
- e) successful experience in influencing sensitive negotiations that engage stakeholders and demonstrate commitment to customers, with high level writing skills that deliver clear and concise advice appropriate to the audience.
- f) 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 peoples' participation in departmental policies, programs and services.
- g) demonstrated commitment to the principles and practices of equal employment opportunity, customer service, ethical conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of the Premier's Safety and Wellbeing Declaration and the legislative requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management, or to an equivalent set of standards.
- h) demonstrated commitment and ability to facilitate culture change through implementation of the Public Sector code of ethics and Professional Conduct Standards within that code, and the DPTI Values which include:
 - 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 of 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.”