

Role Statement



TITLE OF POSITION: Performance and Improvement Coordinator
CLASSIFICATION LEVEL: ASO-6

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 comprises seven directorates: Customer and Information Services, Investment Services, People and Performance, Commercial and Legal, Planning and Transport Policy, Enterprise Information Management and the Portfolio Management Office.

This role is part of the Performance Support Services Section of People and Performance directorate.

Role Overview

The Performance and Improvement Coordinator is accountable to the Unit Manager, General Administration and has strong working relationships with other Performance and Improvement Coordinators/Team Leaders for the successful delivery of general administration services across DPTI.

The Performance and Improvement Coordinator is responsible for leading and managing the full performance cycle of general administrative officers and reallocated Business Support staff across various DPTI sites. The role is responsible for creating opportunities for staff career progression, training and development and the continuous improvement of process and systems.

The role is also responsible for collaborating with the business and assessing resourcing needs.

The Performance and Improvement Coordinator provides efficient and effective resourcing and supporting service to the business; identifies, scopes and rolls out opportunities for improvement; rolls out tools for consistency; and, reshapes the way services are provided to improve overall performance.

Directorate: People and Performance
Position Number:
ANZCO Code:
Location: Various
#ASO6 Performance & Improvement Coordinator #9795320



Government of South Australia
Department of Planning,
Transport and Infrastructure

Key Outcomes of the Role

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

- a. 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.
- b. Motivating and/or mentoring staff and coordinating resources and stakeholders 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 and demand a significant level of responsibility for aspects of State, regional and/or local programs.
- d. 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.
- e. 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.
- f. Managing critical, sensitive and/or complex information and consultation processes with stakeholders and across government agencies.
- 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 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. Delivers customer focused and strategically aligned services and practices using effective verbal and written communication to successfully engage stakeholders and negotiate complex matters.
 - f. 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.
 - g. Significant experience in successfully developing, implementing, evaluating and improving programs, projects, systems, policies and/or services requiring the efficient utilisation of resources and the performance management and development of staff.
 - h. Proven high level analytical and research skills to evaluate and analyse complex information, provide expert advice and communications, and develop clear reports with recommendations for time critical deadlines in an environment of competing priorities

Delegate Approval

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Name

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Signature

Date: / /