

Role Statement



TITLE OF POSITION: Licensing Support Officer, On the Right Track Remote
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

Safety and Services Division comprises four directorates: Asset Management, Operational Services, Project Delivery and Asset Maintenance and Safety and Policy Programs.

The Safety and Policy Programs Directorate leads the State's efforts in road and rail safety and performance, manages vehicle registration and driver training and licensing, and influences safer and more active travel choices.

Role Overview

The Licensing Support Officer, On the Right Track Remote reports to the Coordinator Aboriginal Road Safety and Driver Licensing when Adelaide based and to the Senior Program Support Officer when working remotely. It has a critical role in the administration, coordination and delivery of driver licensing services for Aboriginal people living in remote communities.

The ability to form and sustain successful working relationships with remote Aboriginal communities and service providers, to communicate well with people for whom English is a second or third language, and to maintain the integrity of driver licensing services through quality and compliance controls are key aspects of the role. The role also driver training and testing and the development of approved Vehicle On Road Testing routes.. High order team skills, the ability to deal with conflicting ideas and priorities, and flexibility in problem solving are keys to success.

Key Outcomes of the Role

The Licensing Support Officer, On the Right Track Remote is required to undertake a wide range of activities which may include all or any of the following:

Directorate: Safety and Policy Programs
Position Number: To be provided
ANZCO Code: To be provided
Location: #ASO4 Template #9401212



Government of South Australia
Department of Planning,
Transport and Infrastructure

- 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

Extensive work outside normal hours and intrastate travel involving overnight absences in remote areas of South Australia will be required where extreme conditions may be encountered and accommodation will vary greatly, and may not be of a standard available in regional towns and capital cities.

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. A current driver's licence is essential
- b. Motor Driving Instructor Licence with appointment as an Authorized Examiner

Person Capabilities

- c. Demonstrated ability to work respectfully and effectively with Aboriginal and Torres Strait Islander people and an understanding of Aboriginal cultural values and social issues so that programs and services are accessible and meet Aboriginal community needs.
- d. 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.”
- e. 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*.
 - f. 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.
 - g. 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
 - h. Proven expertise and/or sound knowledge associated with the span of assigned functions including an understanding of related government programs, policies, legislation and regulations that impact on the functions of the role and the Agency.
 - i. 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.
 - j. Ability to work under limited general direction, independently or as part of a team, identify specific or desired performance outcomes, plan and coordinate activities, use initiative and judgement and set priorities to achieve objectives within deadlines.

Delegate Approval

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Name

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Signature

Date: / /