

Role Statement



TITLE OF POSITION: Operations Manager
CLASSIFICATION LEVEL: ASO8

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

As part of the Safety and Service Division the Facilities Services Branch contribute to the effective management of government building assets through the constant review and improvement of facility related services, plans and procedures to reduce the whole-of-life cost to government or maximise the useful life of its built asset portfolio. The Facilities Services Branch comprises of five (5) sections: Business Services and Development, Health Operations, Metropolitan Operations, Regional Operations and Strategic Operations and Contracts Section.

The position is responsible for the management, administration, audit and standardisation of services of the Facilities Services Branch as they apply to the operational service delivery of the Across Government Facilities Management Arrangements (AGFMA) to deliver a responsive, value for money, quality facilities management services for all government agencies.

Role Overview

The Operations Manager is responsible for leading and managing the operational delivery of high quality, client centric facilities management services. The role develops, implements and evaluates strategic planning, risk management and service coordination to ensure achievement of the objectives of the Across Government Facilities Management Arrangements (AGFMA) and the directorate's Asset Management Framework. The Operations Manager leads the review, development and implementation of critical service delivery models that reflect commercial facilities management operations within a government context and delivers oversight and expert advice. The role also leads and manages complex and critical projects and initiatives, develops, manages, monitors and continually improves control systems, processes and resources and promotes Facilities Services to client agencies and across government.

Directorate:
Position Number:
ANZCO Code:
Location:



Government of South Australia
Department of Planning,
Transport and Infrastructure

Key Outcomes of the Role

The Operations Manager is required to undertake a wide range of activities which may include all or any of the following:

- a. 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.
- b. Leading, influencing and motivating staff, clients and others in the achievement of difficult and sometimes conflicting objectives.
- c. Resolving complex issues with innovative solutions that are consistent with the SA strategic objectives and national and international developments.
- d. Shaping, monitoring and evaluating business plans to achieve substantial improvement in a core aspect of the department.
- e. 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.
- f. Managing substantial and complex financial and human resources to achieve corporate goals.
- g. Leading major programs, projects, systems and/or services affecting key and core elements of the agency's mission or operations.
- h. Negotiating ideas and concepts with the Chief Officer and General Managers to achieve the adoption of specific procedures, methods and strategies
- i. 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.
- j. 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 inter/intrastate travel involving overnight absences may be required.
- 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.
- A current driver's licence is essential.

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 1987*.
- d. Drives a culture of commitment and accountability in 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. Extensive experience in leading, motivating and influencing staff, driving work objectives for improved performance across strategically aligned multifaceted activities.
- f. Delivers customer focused and strategically aligned services and practices, and engages with stakeholders to successfully negotiate sensitive matters.
- g. Comprehensive knowledge of, and experience in advising on, the issues, risks, trends and directions associated with the unit's programs, paying heed to social, economic and commercial considerations.
- h. Demonstrates ability to work under broad Government and/or Agency directions, act with urgency and successfully lead and implement innovative solutions and change and risk management initiatives across an organisation.

Delegate Approval

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Name

Signature

Date: / /