

Job and Person Specification

Title of Role: Team Leader **Remuneration Level:** ASO6
Business Unit: SafeWork SA **Type of Appointment:**
Division: Compliance and Enforcement **Position Number:**

Job and Person Specification Approval

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Primary Purpose

The *Team Leader* is responsible for the management of the proactive and reactive compliance and enforcement activities of team members and the achievement of team KPIs.

Reporting Relationships

- Compliance and Enforcement Team Managers

Key Relationships/Interactions

- WHS Inspectors;
- Administration Staff;
- Specialist Staff;
- Industry Stakeholders; and
- Other Team Leaders.

Key Challenges

- Effective and efficient service delivery with a focus on business process improvement;
- Mentoring and managing performance of team members; and
- Ensuring consistent, timely delivery of quality outcomes.

Special Conditions

- Some out of hours work may be required;
- May be required to participate in an on-call roster; and
- Some intra and interstate travel requiring overnight absences may be required.

AGD Conditions

- Participation in annual performance review and development;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code); and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

Flexible Working Arrangement Options (Optional Insertion)

- Flexitime arrangements are available in this role; and
- Job Sharing arrangements are available in this role.



Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Team Leader WHS is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Leadership	<ul style="list-style-type: none"> ▪ Coach and supervise staff to effectively monitor performance. ▪ Conduct Performance Review and Development of staff. ▪ Development and delivery of training to staff. 	<ul style="list-style-type: none"> ▪ Meet with each team member at least fortnightly to discuss and action key elements of performance ▪ Conduct PR&D for each team member consistent with SafeWork SA and AGD policies. ▪ Develop and deliver 1 training program per quarter to staff based on knowledge needs of team members.
Service Delivery	<ul style="list-style-type: none"> ▪ Coordinate the delivery of effective and efficient WHS services. ▪ Monitor and review key performance indicators. ▪ Identify trends, and actively lead the development of compliance and enforcement strategies and coordinate the delivery of relevant programs and projects. ▪ Manage service delivery quality assurance. ▪ Support and maintain stakeholder relationships. ▪ Undertake and manage a case load including complex, significant and sensitive investigations. 	<ul style="list-style-type: none"> ▪ Ensure all complaints and notifiables are triaged and allocated. ▪ Contribute to delivery of monthly reporting that tracks progress against KPI's. ▪ Review incoming case load to identify trends and implement compliance strategies. ▪ Implement and oversee programs in line with National/State strategies and business needs ▪ During file reviews ensure all key tasks have been completed to the required standard ▪ Engage with stakeholders as required ensuring expectations are managed appropriately and professionally. ▪ All cases are managed within Key Performance Indicator Targets.



<p>Compliance</p>	<ul style="list-style-type: none"> ▪ Responsible and accountable for adhering to the requirements of the WHS Act 2012; relevant WHS Regulations 2012; the Equal Opportunity Act 1984; the PS Act 2009; the Code of Ethics for Public Sector employees; the principles of diversity; and the Department's policies and procedures; ▪ Keep accurate and complete records of business activities in accordance with the State Records Act 1997. 	<ul style="list-style-type: none"> ▪ Active participation and contribution in responsible and safe work practices. ▪ Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department; ▪ Documents and correspondence filed according to States Records Act, 1997.
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Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

<p>Technical Expertise (Essential)</p>	<ul style="list-style-type: none"> ▪ High level communication skills (oral and written). ▪ Leadership and management skills including mentoring, performance management and engaging staff. ▪ Ability to make risk based decisions in a politically charged environment. ▪ Ability to read, interpret and apply legislation. ▪ Operational planning, program coordination and project management.
<p>Technical Expertise (Desirable)</p>	<ul style="list-style-type: none"> ▪ Working knowledge of legislation administered by SafeWork SA. ▪ Skills and experience in the development, delivery and review of staff training and presentations. ▪ An appropriate qualification at Diploma level or above in a relevant discipline e.g Government (Workplace Inspection), WHS, Investigations.

Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the *Team Leader* position. Key behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in AGD's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category and level	Behaviours
Strategic Focus ASO6	<ul style="list-style-type: none"> ▪ Translates strategies and goals into achievable plans. ▪ Considers the broader political environment and context when decision making. ▪ Supports strategic direction and plans. ▪ Communicates plans in practical terms to others. ▪ Contributes to the drive for change and innovation.
Results Orientation ASO6	<ul style="list-style-type: none"> ▪ Is accountable for the delivery of quality, timely and cost effective results. ▪ Provides clear direction on how to achieve outcomes. ▪ Sets and communicates clear expectations around quality of work and timeframes. ▪ Takes responsibility for the delivery of quality and timely results. ▪ Measures performance and acts on opportunities for continuous improvement.
Service Delivery Excellence ASO6	<ul style="list-style-type: none"> ▪ Promotes and ensures a strong focus on internal and external customer service. ▪ Provides clear, honest and timely feedback, including addressing non-performance promptly and recognising high performance. ▪ Utilises available internal and external resources for optimal outcomes. ▪ Translates performance requirements into achievable outcomes. ▪ Uses capability and expertise of the workgroup to achieve outcomes.
Relationship Management ASO6	<ul style="list-style-type: none"> ▪ Develops effective working relationships and internal and external networks. ▪ Identifies opportunities to negotiate for improved outcomes. ▪ Effectively manages conflict and escalates when appropriate. ▪ Develops effective working relationships and internal networks. ▪ Shares information and knowledge as appropriate.
Professional approach and drive ASO6	<ul style="list-style-type: none"> ▪ Identifies and considers risk in decision making. ▪ Remains positive and recovers quickly from setbacks. ▪ Promotes a culture of respect and high ethical standards. ▪ Maintains professionalism and confidentiality when dealing with sensitive issues. ▪ Constructively expresses own views and respects the views of others.

Acknowledged by occupant

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(Print name)

(Signature)

Acknowledged by line manager

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(Print name)

(Signature & title)

