

# Job and Person Specification

**Title of Role:** Manager, Community, Events and Business Services  
**Remuneration Level:** MAS3  
**Business Unit:** Compliance and Enforcement  
**Type of Appointment:** Ongoing  
**Division:** SafeWork SA  
**Position Number:** Various

## Job and Person Specification Approval

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## Primary Purpose

The Manager, Community, Events and Business Services will lead the development and delivery of proactive and reactive compliance and enforcement initiatives for these industry sectors; the provision of industrial relations compliance activities across the agency and the provision of technical support in relation to work environment risks to health and safety.

## Reporting Relationships

- Chief Inspector, Compliance and Enforcement

## Key Relationships/Interactions

- Executive Team;
- Team Members & Leaders;
- Other Managers;
- Administration staff;
- Other government agencies (state & national); and
- Private sector organisations such as PCBUs, unions, industry associations.

## Key Challenges

- Design and delivery of Work Health and Safety and Industrial Relations Compliance and Enforcement programs in a manner that is consistent, timely and of high quality; and
- Create and maintain a culture of high performance and accountability.

## Special Conditions (Optional Insertion)

- Some out of hours work may be required.
- Some intra and interstate travel requiring overnight absences may be required.
- Possession of a class C driver's licence.

## 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.

## 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 Manager is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<p><b>Leadership</b></p>	<ul style="list-style-type: none"> <li>• Provides leadership and direction by identifying and removing barriers to the team's performance</li> <li>• Meet with each direct report at least fortnightly to discuss and action key elements of performance</li> <li>• Conduct Performance Review &amp; Development for each direct report consistent with SafeWork SA and AGD policies</li> <li>• Develop, implement and monitor a team work plan that delivers outcomes consistent with SafeWork SA Business Plan</li> <li>• Actively contribute to strategic planning to deliver improved health and safety outcomes at a State and National level</li> <li>• Management of team budget</li> <li>• Administratively review compliance actions and other written materials of direct reports</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate Public Sector Values – service, professionalism, trust, respect, collaboration and engagement, honesty and integrity, courage and tenacity, and sustainability</li> <li>• Staff development is ongoing and staff are highly skilled and meet performance indicators.</li> <li>• Performance Reviews are conducted, completed and recorded for each direct report consistent with SafeWork SA and AGD policies</li> <li>• Work plan is finalised by 30th November, each year.</li> <li>• Monthly reporting is provided to Director demonstrating KPI's and outcomes achieved</li> <li>• Budget and resource allocations are met</li> <li>• All compliance actions reviewed within 48 hours</li> <li>• All other written material reviewed before leaving the team</li> </ul>
<p><b>Service Delivery</b></p>	<ul style="list-style-type: none"> <li>• Oversee the delivery of effective and efficient proactive and reactive WHS Services under very broad direction.</li> <li>• Drive positive stakeholder relationships that facilitate mutually beneficial outcomes</li> <li>• Deliver client service principles and benchmarks of work plans</li> <li>• Attend all significant incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of all required proactive compliance strategies, state strategies and national strategies</li> <li>• Proactive stakeholder interactions</li> <li>• Stakeholders are consulted prior to strategy implementation.</li> <li>• All matters with political sensitivity are managed up appropriately within 24 hours of notifications, and parties contacted on a</li> </ul>

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	and provide controls and coordination	regular basis or at least once in every 4 weeks.
<b>Whole of Government Objectives</b>	<ul style="list-style-type: none"> <li>Contribute to reducing regulatory burden and red tape for industry without compromising safety requirements</li> </ul>	<ul style="list-style-type: none"> <li>Review Safework SA's business systems and processes within the governance framework to enable the Compliance and Enforcement Directorate to consider options and recommendations to reduce red tape and regulatory burden</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>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;</li> <li>Keep accurate and complete records of business activities in accordance with the State Records Act 1997.</li> </ul>	<ul style="list-style-type: none"> <li>Active participation and contribution in responsible and safe work practices.</li> <li>Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department;</li> <li>Documents and correspondence filed according to States Records Act, 1997.</li> </ul>
<b>Other Outputs</b>	<ul style="list-style-type: none"> <li>Member of several State and National working groups</li> <li>Ensure key stakeholders are effectively engaged</li> <li>Provide sound advice, high quality and timely responses to governance and system matters</li> </ul>	<ul style="list-style-type: none"> <li>Represent Safework SA and the AGD effectively in forums and working groups</li> <li>Respond in a timely manner to complex queries from stakeholders</li> </ul>

## Technical Expertise

<b>Technical Expertise (Essential)</b>	<ul style="list-style-type: none"> <li>Highly developed written and oral communication skills, including negotiation and mediation skills across a diverse range of people;</li> <li>Proven experience in leading and managing multi-disciplinary teams, including managing resources and budget;</li> <li>High level conceptual skills and a demonstrated ability to manage complex projects and work processes;</li> <li>Knowledge, skills and experience in initiating, planning and delivering process improvement projects, including risk mitigation, innovation and lateral thinking;</li> <li>Demonstrated experience in liaising and working with state and national agencies and stakeholders to develop constructive relationships.</li> </ul>
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<b>Technical Expertise (Desirable)</b>	<ul style="list-style-type: none"><li>• Appropriate degree level qualification or higher in management, industrial relations or work environment related disciplines;</li><li>• Knowledge of the key legislation administered by Safework SA.</li><li>• Experience in relevant industry sectors.</li></ul>
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**Qualifications, Skills, Knowledge and Experience relevant to the role**

## Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Manager role. 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
<b>Strategic Focus</b>	<ul style="list-style-type: none"> <li>• Anticipates risks and manages these accordingly</li> <li>• Continually reviews goals and plans to reflect changing priorities or conditions</li> <li>• Translates strategies and goals into achievable plans</li> <li>• Drives effective change</li> <li>• Sets aside time to engage in forward planning for their area of responsibility</li> </ul>
<b>Results Orientation</b>	<ul style="list-style-type: none"> <li>• Brings together concepts and ideas into clear strategies and translates them into concrete implementation plans</li> <li>• Holds self and others accountable for quality, timely and cost effective results</li> <li>• Confidently makes decisions showing good judgement</li> <li>• effectively prioritises and re-negotiates tasks as needed</li> <li>• <b>Reviews performance and seeks opportunities to implement continuous improvement</b></li> </ul>
<b>Service Delivery Excellence</b>	<ul style="list-style-type: none"> <li>• Astutely allocates resources for optimal short and long term outcomes</li> <li>• Develops the ability of others to effectively manage their own, individual and team performance and contribute to the organisation</li> <li>• Identifies and manages capability and expertise of the workgroup to achieve outcomes</li> <li>• Promotes and ensures a strong focus on internal and external customer service</li> <li>• Provides leadership and support for those they manage in dealing with staff performance issues</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Adopts and promotes a collaborative approach when working with internal or external stakeholders</li> <li>• Adapts approach and communication style to suit the situation and audience</li> <li>• Maintains awareness of the political context and acts accordingly</li> <li>• Shares information and knowledge</li> <li>• Identifies opportunities to negotiate for improved outcomes</li> </ul>
<b>Professional approach and drive</b>	<ul style="list-style-type: none"> <li>• Models and builds a culture of respect and high ethical standards</li> <li>• Actively seeks feedback and engages in critical self reflection</li> <li>• Identifies and considers risk in decision making</li> <li>• Remains positive and recovers quickly from setbacks</li> <li>• Promotes a high standard of wellbeing for self and others</li> </ul>

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occupant

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