

Job and Person Specification

Title of Role: Manager Corporate Services

Remuneration Level: MAS3

Business Unit: Office of the Executive
Director

Type of Appointment: Ongoing

Division: SafeWork SA

Position Number:

Job and Person Specification Approval

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DELEGATE

Primary Purpose

The Manager, Corporate Services will lead the team responsible for the delivery of a range of diverse and complex business functions including the finance, human resource and information technology services across SafeWork SA.

Reporting Relationships

- Executive Director

Key Relationships/Interactions

- Executive Director
- Executive team
- Team Managers
- AGD Corporate Services

Key Challenges

- Manage the preparation of annual budgets, salary estimates and cash flows for approval by executive and the production of regular financial and activity reports.
- Work closely with corporate business units and business partners to ensure that SafeWork SA's facilities, assets and business support functions are appropriately managed and supported.
- Manage human resource processes and systems, including the provision of training and work health and safety management systems within SafeWork SA.
- Provide leadership in planning and decision making processes relevant to the corporate services functions in consultation with all business operational areas.
- Initiate and develop complex business cases as required to support service requirements, strategic decision making and problem resolution in response to a changing work environment.



- Develop, document, implement and maintain robust policies, procedures relative to the finance, human resource and administrative functions managed by the position in accordance with SafeWork SA, corporate, Treasury and Auditor-General requirements.
- Ensure SafeWork SA meets all corporate, government and statutory reporting requirements relative to the financial, human resource and administrative functions managed by the position
- Promote a culture of excellence, continuous improvement, flexibility and adaptability through the implementation and review of policies and work practices.

Special Employment Conditions

- Out of hours work will be required on an ad hoc basis to respond to critical incidents
- Some intra and interstate travel requiring overnight absences may be required

AGD Conditions

- Participation in bi-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), relevant legislation and AGD policies and procedures; and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

Flexible Working Arrangement Options

- Flexible working arrangements in this role will be considered upon request.



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 Manager, Corporate Services is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<p>Leadership</p>	<ul style="list-style-type: none"> • Lead a multi-disciplinary team including the development, planning, implementation and evaluation of team activities • Ensure alignment of the team's activities with the strategic direction of the agency • Develop, implement and monitor a team work plan that delivers outcomes consistent with SafeWork SA Business Plan • Create opportunities for continuous improvement 	<ul style="list-style-type: none"> • Team activities are continuously evaluated and improved • Annual team work plan in place • Reporting is provided to Executive Director demonstrating KPIs and outcomes achieved • Budget and resource allocations are met • Public Sector Values are modelled and promoted
<p>People and budget management</p>	<ul style="list-style-type: none"> • Manage the team budget • Manage, supervise and guide the team including identifying training and development needs • Ensure staff are empowered to carry out their responsibilities, through appropriate training and encouraging skill development, commitment and productivity 	<ul style="list-style-type: none"> • Budget and resource allocations are met • Performance Reviews are conducted, completed and recorded for each direct report consistent with AGD policies • Staff development is ongoing and staff are highly skilled and meet performance indicators • Workplace effectiveness is increased while maintaining positive morale and a sense of team



<p>Service Delivery</p>	<ul style="list-style-type: none"> • Oversee the delivery of effective and efficient services to SafeWork SA's teams under broad direction • Drive positive client relationships and engagement that facilitate mutually beneficial outcomes • Ensure corporate services and financial planning is aligned with SafeWork SA's Business Plan • Ensure business process improvement strategies are continually identified and implemented in conjunction with SafeWork SA employees • Oversee the development and updates of policies and procedures • Deliver client service principles and benchmarks of work plans 	<ul style="list-style-type: none"> • High quality services are delivered in a timely manner under broad direction • Positive interactions between the corporate services team and other teams within SafeWork SA • Professional engagement standards maintained • A cycle of continuous improvement fostered • SafeWork SA's responses to financial risk management are continuously updated • Areas for system/process improvement are identified. • Process improvement is completed in a timely manner. • Processes streamlined and documented.
<p>Provision of high level advice</p>	<ul style="list-style-type: none"> • Provision of accurate and high quality advice to other managers, executive and Executive Director, on matters dealt with or affecting the business unit 	<ul style="list-style-type: none"> • High quality briefings and reports submitted within agreed timeframes • Delivery of all required services, detailed within the business plan as aligned to agency, state and national strategies



<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
<p>Drive Culture</p>	<ul style="list-style-type: none"> • Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace; • Embrace and encourage diversity and cultural differences in the workplace. 	<ul style="list-style-type: none"> • Pro-active measures are undertaken to adhere to and prevent injuries; • Work practices are safe and WHS legislation, policies and procedures are implemented; • Individual differences are encouraged and accommodated in the workplace.

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

<p>Technical Expertise (Essential)</p>	<ul style="list-style-type: none"> • A tertiary qualification (degree) in accounting. • Experience in managing staff and providing effective strategic leadership and direction to deliver required outcomes. • Experience in the effective management of financial resources including budget setting and monitoring and management of financial systems. • Proven ability to multi-task, cope with high work volumes, often with competing priorities, and produce quality work with minimal direction and within strict time frames. • Proven ability to communicate effectively, both verbally and in writing, with particular emphasis on financial and business management reporting. • Proven ability to analyse and conceptualise complex problems, devise innovative and practical solutions and negotiate successful business outcomes. • Demonstrated ability to exercise autonomy, authority and judgement in the application of broadly defined guidelines, policies and procedures. • Ability to plan, implement and manage the activities and outcomes required of the role relevant to the management of WHS, equity and diversity.
<p>Technical Expertise (Desirable)</p>	<ul style="list-style-type: none"> • Membership of a recognised professional accounting body • Knowledge of the key legislation administered by SafeWork SA • Experience of working in a regulatory environment which includes the collection of fees.



Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Manager, Corporate Services. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Element	Behaviours
Strategic Focus Strategic	<ul style="list-style-type: none"> Aligns strategies with the South Australian Government and Department's strategic plans Demonstrates effective and consistent decision making in an environment of ongoing change and uncertainty Translates strategies and goals into achievable plans Ensures work goals are linked to the bigger picture Promotes creative and innovative thinking
Results Orientation tactical	<ul style="list-style-type: none"> Brings together concepts and ideas into clear strategies and translates them into concrete implementation plans Holds self and others accountable for quality, timely and cost effective results Develops plans with clear outcomes and supports others to achieve these Critically evaluates the problem in its entirety before identifying and implementing best possible solution Confidently makes decisions showing good judgement
Service Delivery Excellence Strategic	<ul style="list-style-type: none"> Anticipates and plans for future events, trends, problems and opportunities Models and promotes a customer service ethos Identifies and manages capability and expertise of the workgroup to achieve outcomes Effectively manages and coordinates resources for optimal outcomes. Sets clear performance standards that are linked to business unit outcomes.
Relationship Management Tactical	<ul style="list-style-type: none"> Holds a clear understanding of the political context and acts accordingly Adopts and promotes a collaborative approach when working with internal or external stakeholders Builds extensive effective working relationships, networks and partnerships Represents the agency and public sector effectively in public and government forums Shares information and knowledge
Professional approach and drive strategic	<ul style="list-style-type: none"> Provides impartial and constructive advice and clearly voices professional opinion where necessary Models and remains positive under adversity and recovers quickly from setbacks Builds a culture of respect and high ethical standards Identifies and considers risk in decision making Promotes a high standard of wellbeing for self and others

Acknowledged by occupant

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(Print name)

(Signature)

Acknowledged by line manager

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(Print name)

(Signature & title)

