

# Job and Person Specification

**Title of Role:** Manager, Manufacturing, Wholesale, Retail, Transport and Utilities      **Remuneration Level:** MAS3

**Business Unit:** Compliance and Enforcement      **Type of Appointment:** Ongoing

**Division:** SafeWork SA      **Position Number:** Various

## Job and Person Specification Approval

...../...../.....

DELEGATE

### Primary Purpose

SafeWork SA (SWSA) is responsible for providing work health and safety, public safety and state-based industrial relations services across South Australia. As a regulator, Investigators and Inspectors ensure work health and safety, and public safety standards are met and appropriate action is taken when breaches of laws are detected.

The Manager, Manufacturing, Wholesale, Retail, Transport and Utilities will lead the development and delivery of proactive and reactive compliance and enforcement initiatives for these industry sectors.

### 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 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

- 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 Manager Manufacturing Wholesale, Retail, Transport and Utilities 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>• 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>• Administratively review compliance actions and other written materials of direct reports</li> <li>• Provide a high level of strategic and operational management to ensure an effective Inspectorate function to SWSA and its customers.</li> <li>• Manage and/or undertake complex projects.</li> <li>• Undertake quarterly performance development discussion with direct reports and actively address performance management issues with staff as necessary;</li> <li>• Provide appropriate supervision and guidance to the team</li> <li>• Manages the resource allocation in the team.</li> <li>• Identifying and responding to issues within the Inspectorate team.</li> <li>• Ensure the alignment of the Team is with the strategic direction of the agency to secure the health and safety of workers and workplaces and public safety.</li> <li>• Identify and control risks that could impact on the Team's business operations</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>



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<p><b>Management of Manufacturing Wholesale Transport and Utilities Function</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>• Deliver client service principles and benchmarks of work plans</li> <li>• Attend all significant incidents and provide controls and coordination</li> <li>• Provide expert advice to the Executive Director, Chief Inspector and Executive Management on determining matters requiring compliance initiatives.</li> <li>• Provide expert oversight of operational and strategic, complex and protracted projects and compliance matters.</li> <li>• Manage responses to enquiries from clients, including the public, media, local government, the Minister and Parliament.</li> <li>• Develop, implement and maintain risk based audit programs to ensure compliance under all legislation administered by SWSA.</li> <li>• Lead thorough compliance incidents both critical and otherwise to support the safe working conditions within the private and public sectors.</li> <li>• Lead the delivery of effective and efficient services.</li> <li>• Identify trends, develop appropriate strategies and coordinate the delivery of relevant programs and projects.</li> <li>• Provide sound advice, high quality and timely responses to governance and system matters</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 regular basis or at least once in every 4 weeks.</li> <li>• Compliance are managed effectively, and reported on accurately and on time.</li> <li>• Responses to clients are managed effectively and in accord with departmental policies.</li> <li>• Quality of compliance is maintained.</li> <li>• Compliance initiatives are effectively coordinated.</li> <li>•</li> </ul>
<p><b>Stakeholder Liaison and Communication</b></p>	<ul style="list-style-type: none"> <li>• Drive positive stakeholder relationships that facilitate mutually beneficial outcomes.</li> <li>• Support and maintain stakeholder relationships.</li> <li>• Provide regular and effective information which targets special internal and external groups with the aim of increasing the awareness of Compliance.</li> <li>• Liaise with other sections in SWSA to provide a coordinated approach to maximise resources and minimise duplication.</li> <li>• Develop and maintain professional working relationships with external stakeholders to facilitate the Compliance Team</li> </ul>	<ul style="list-style-type: none"> <li>• Engage with stakeholders as required ensuring expectations are managed appropriately and professionally.</li> <li>• SWSA has ongoing effective engagement with stakeholders</li> <li>• Industry compliance rates improve consistent with agency notifications and published material.</li> <li>• Proactive stakeholder interactions</li> <li>• Stakeholders are consulted prior to strategy implementation.</li> <li>•</li> </ul>



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

## Technical Expertise

### Qualifications, Skills, Knowledge and Experience relevant to the role

<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> <li>Experience in working in a legal, regulatory or law enforcement environment.</li> <li>Extensive experience in the interpretation of legislation and the provision of advice in relation to investigation matters.</li> <li>Experience in conducting complex compliance audits.</li> <li>Sound knowledge of, or the ability to quickly acquire knowledge of, legislation administered by SWSA.</li> <li>Understanding of corporate entities, accounting, natural justice and audit principles.</li> <li>Experience in managing sensitive or controversial issues which have a significant public and political interest.</li> <li>Experience and knowledge of manufacturing, wholesale, transport and/or utilities.</li> <li>Knowledge and understanding of the role of government in regulating and the impact of regulation on Work Health and Safety.</li> <li></li> </ul>
<b>Technical Expertise (Desirable)</b>	<ul style="list-style-type: none"> <li>Appropriate degree level qualification or higher in management, business, law or investigations;</li> <li>Knowledge of the key legislation administered by Safework SA.</li> <li>Experience in relevant industry sectors.</li> <li>Experience in preparing reports/reasons for decisions of a legal nature which may be subject to appeal.</li> <li>Knowledge of the structure and workings of the Public Sector.</li> </ul>

**Behavioural Capabilities**

Descriptors below detail the behavioural capabilities required for performance in the Manager, Manufacturing, Wholesale, Retail, Transport and Utilities 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>Reviews performance and seeks opportunities to implement continuous improvement</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>

Acknowledged by occupant

/ /

-----  
(Print name)

-----  
(Signature)

Acknowledged by line manager

/ /

-----  
(Print name)

-----  
(Signature & title)

