

Job and Person Specification

Title of Role: Manager, Governance	Remuneration Level: MAS3
Business Unit: Public Safety Solutions (PSS)	Type of Appointment:
Division: Projects & Technology	Position Number: P09964

Job and Person Specification Approval

.....(DELEGATE) 20/12/2023

Primary Purpose

Public Safety Solutions (PSS) is a branch within the Projects and Technology Division of the Attorney-General's Department and is responsible for the provision and ongoing management of solutions to support the critical operations of the state's emergency and essential services. This includes communications and emergency dispatch infrastructure and rescue helicopter services.

The primary purpose of the Manager, Governance is to support the Director, Public Safety Solutions by managing the PSS business function, determining operational policy and procedures and using significant levels of independent judgement to ensure PSS demonstrates good governance and corporate compliance across its services.

The Manager, Governance has responsibility for corporate governance of the business unit, including strategic and business planning, reporting, audit, finance, procurement, human resources, and risk management to ensure that Public Safety Solutions meets its obligations to its stakeholders and the South Australian community.

In addition, the Manager, Governance leads the Business Services team in Public Safety Solutions, ensuring the business needs of Public Safety Solutions are well understood and supported.

Reporting Relationships

- Reports to the Director, Public Safety Solutions
- Manages the Business Services team

Key Relationships/Interactions

- Other members of the Public Safety team and the Division
- Corporate services staff across AGD and other areas of government
- PSS user agencies including Chief and senior executives of SAPOL, SA Ambulance Service, SAFECOM, MFS, CFS, SES, SA Water and Public Transport
- Contractors and suppliers

Key Challenges

- Supporting and influencing multiple stakeholders with differing priorities and approaches
- Significant workload, often with tight timeframes

Special Employment Conditions

- Out of hours work may be required



AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all work processes
- Participate 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), relevant legislation and AGD policies and procedures; and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

Diversity

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves, we are also committed to reconciliation and strongly value First Nation's voices in the community and workplace.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Compressed weeks
- Work from home or telework arrangements

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, Governance is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Governance	<ul style="list-style-type: none"> • Provide high level advice and briefings to the Director and initiate, lead, implement, manage and monitor the business unit's strategic and business planning functions and performance monitoring mechanisms. • Ensure the timeliness, quality, and efficiency of reporting and other governance requirements. • Identify, initiate and assist in leading opportunities for improvements to service delivery and increasing efficiency of PSS operations. • Participate in across-Government forums on behalf of PSS, ensuring their interests are well represented. • Represent the unit's interests on committees internal to AGD as required. • Lead the workforce planning for PSS, with a view to attracting, engaging and retaining suitable staff needed to meet the business needs of PSS and its stakeholders. 	<ul style="list-style-type: none"> • Public Safety Solutions demonstrates good governance and a high level of compliance. • There is transparency within PSS regarding performance expectations and actual performance against expectation is regularly monitored and drives improvement. • Strategic and business plans are regularly reviewed and updated, within the framework of AGD's corporate objectives, and progress against the plans is monitored. • There is a high level of awareness across PSS of the business unit's priorities. • Attendance at committee and other meetings is regular and the interests of PSS are represented in a clear and professional manner. • Information from across-Government and internal AGD forums is communicated within PSS as appropriate and as required. • PSS attracts and engages suitable staff, and is proactive in succession planning and skill development to help ensure a skilled workforce to meet its current and future needs.
Management of Business Services	<ul style="list-style-type: none"> • Provide leadership and direction to the PSS Business Services team advising and guiding team members to achieve agreed goals and objectives, so that the necessary financial, administrative, information management, HR, procurement advice and other services are provided to PSS. • Mentor staff and foster a culture of excellence and customer service. • Build relationships with other teams within PSS, seeking to 	<ul style="list-style-type: none"> • Team members understand their roles and responsibilities and how they contribute to the objectives of Public Safety Solutions. • Business Services is responsive and provides high quality to support services to other areas of PSS. • PSS is compliant with AGD and whole of Government policies, demonstrating good governance and a high level of compliance when audited.

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	<p>understand their business needs, to help ensure the PSS Business Services team meets those needs.</p> <ul style="list-style-type: none"> • Ensure equitable workloads through the team and facilitate continuous improvement, by reviewing performance, providing feedback and acknowledging achievements. 	
<p>Risk, Audit and Compliance Management</p>	<ul style="list-style-type: none"> • Establish, coordinate, update and monitor PSS risk register(s) and Business Continuity Plans. • Pro-actively engage with relevant internal stakeholders to review and manage risk. • Assess and advise the Director on the risks and exposure to risk and propose strategies to mitigate or minimise risk • Establish mechanisms to monitor whole of PSS budget information, ensuring the information required to make informed decisions, with a view to risk, options and strategy is developed and maintained. • Work closely with AGD Finance, PSS staff and DTF to ensure financial reporting, auditing and budgeting processes are understood and are followed. 	<ul style="list-style-type: none"> • Risks are identified and managed where appropriate. • Risk registers and Business Continuity Plans are regularly reviewed and updated to ensure they remain current. • Business Continuity plans are robust and are developed within the context of providing critical services across the Emergency Services agencies. • PSS operates within budget and complies with AGD and DTF policies in relation to financial delegations and authorisations and procurement practices.
<p>Communication and Engagement</p>	<ul style="list-style-type: none"> • Lead the preparation of Cabinet Submissions, Estimate and Parliamentary briefings, Agency Statements, Ministerial and Chief Executive briefings and any other briefings as required. • Model and foster a focus on what matters most to stakeholders and develop collaborative relationships in the sharing of information. • Champion PSS within AGD and more broadly, to increase awareness of PSS and raise its profile. • Develop and facilitate internal communications that foster a whole of team mindset and culture across PSS. 	<ul style="list-style-type: none"> • All briefings and other documents are accurate, well written and provided in a timely manner. • The role of PSS is understood and valued within the Department and more broadly.

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Drive Culture	<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. • Identify and promote health and wellbeing objectives and plans within 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

Technical Expertise (Essential)	<ul style="list-style-type: none"> • Demonstrated ability to work effectively and with integrity in a high pressure, politically sensitive environment • Highly developed written and verbal communication skills, extensive experience in writing reports and briefings, and the ability to communicate complex concepts in a way that is appropriate to the audience and easily understood • Extensive experience in successfully managing multiple competing priorities and tasks, multiple stakeholders and tight timeframes • High degree of initiative, motivation and professionalism • Proven ability to solve problems, negotiate outcomes, and exercise initiative and independent judgement in difficult and complex situations • Extensive ability to lead and work collaboratively in a team environment, contribute to and encourage a culture of teamwork, service delivery excellence and a shared responsibility for achieving results • Demonstrated leadership skills, providing a sense of direction, influencing and motivating others to work towards common goals.
Technical Expertise (Desirable)	<ul style="list-style-type: none"> • Experience in working within a government business environment, particularly in a service delivery area, ideally with emergency services agencies • Knowledge of Government policy objectives, processes, agency structure and functions. • Tertiary qualifications in management, business or other relevant area

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, Governance role. 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.

Element	Behaviours
<p>Shapes Strategic Thinking and Change (Strategic)</p>	<ul style="list-style-type: none"> • Aligns strategies with the South Australian Government and Department's strategic plans • Continually reviews goals and plans to reflect changing priorities or conditions • Anticipates risks and manages these accordingly • Operates within a whole of government context and considers multiple perspectives and agendas • Seeks to gather and understand all critical information when planning and making decisions • Demonstrates effective and consistent decision making in an environment of ongoing change and uncertainty • Champions new initiatives and stimulates change •
<p>Achieves Team Results (Tactical)</p>	<ul style="list-style-type: none"> • Develops plans with clear outcomes and provides direction on how to achieve these • Is accountable for the delivery of quality, timely and cost effective results • Reviews performance and seeks opportunities to implement continuous improvement • Adopts a critically evaluative approach to solving problems • Identifies opportunities to negotiate for improved outcomes • Confidently makes decisions showing good judgement • Effectively prioritises and re-negotiates tasks as needed
<p>Drives Business Excellence (Strategic)</p>	<ul style="list-style-type: none"> • Evaluates capability and builds expertise of the workforce to achieve organisational goals • Sets clear performance standards that are linked to organisational outcomes • Develops the ability of others to effectively manage their own, individual and team performance • Provides clear, honest and timely feedback, including addressing non-performance promptly and recognising high performance • Promotes continuous learning and the development of others to achieve maximum individual and organisational potential • Promotes a strong focus on public value and considers impacts to the community • Creates a culture of financial responsibility, accountability and awareness • Astutely allocates resources for optimal short and long term outcomes for the department as a whole .
<p>Establish Relationships and Engages Others (Tactical)</p>	<ul style="list-style-type: none"> • Represents the agency and public sector effectively in public and government forums • Develops effective working relationships and internal and external networks • Appropriately identifies and collaborates with relevant stakeholders • Considers others' perspectives, motives, agenda • Proactively shares information and knowledge as appropriate • Tailors approach and communication style to suit the situation and audience • Actively listens and communicates in a clear and concise manner • Effectively identifies, manages and resolves conflict
<p>Promotes Personal Drive and Professionalism (Tactical)</p>	<ul style="list-style-type: none"> • Promotes a culture of respect and high ethical standards • Demonstrates and promotes professionalism and confidentiality • Promotes diversity and uses this to enhance outcomes • Seeks opportunities to strengthen areas for development • Seeks feedback on performance and engages in self reflection • Displays flexibility and adaptability • Remains positive and recovers quickly from setbacks • Promotes a high standard of wellbeing for self and others



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occupant

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(Print name)

(Signature)

Acknowledged by line
manager

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