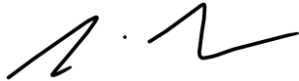


Job and Person Specification

Title of Role:	Team Leader Help Centre	Remuneration Level:	ASO6
Section:	Education Team	Type of Appointment:	Term (Up to 2 years)
Business Unit:	SafeWork SA	Position Number:	P46674

Job and Person Specification Approval



27 / 03 / 2026

DELEGATE

SafeWork SA

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.

SafeWork SA Values

- Professionalism
- Respect
- Integrity
- Service

Primary Purpose

The Team Leader Help Centre contributes to the management of SafeWork SA's service delivery by leading a team of staff engaged in a range of workplace advisory service activities to ensure accurate, high quality and timely information and advice is given to stakeholders, industry and members of the South Australian community.

The Team Leader is responsible for the performance and development of individuals within the team and the management of the daily operational activities of team members to ensure team KPIs are achieved.

The Team Leader is a member of the SafeWork SA's Education Team and is responsible for:

- Leading, coordinating, and providing mentoring, coaching, and advisory support to team member.
- Deliver high quality project and business outcomes that support SWSA's strategic objectives.
- Communicating progress of project activity and deliverables.
- Collaborating with internal and external stakeholders.



Reporting Relationships

- Reports to: Manager Education

Key Relationships/Interactions

- SafeWork SA Executive
- SafeWork SA Leadership
- Education team
- WHS Inspectors
- Investigators
- Specialist staff
- SafeWork SA employees
- Industry stakeholders, unions and associations
- Other government agencies (state and national) and private sector organisations

Key Challenges

- Ensuring that coaching, mentoring and advisory activities for Advisory Services Teams covers all aspects of administration, legislation and application of education strategies.
- Prioritising and managing demands of an ever-changing workload of varying complexities and degrees of urgency.
- Supporting industry with education to ensure industry is aware and compliant with legislative requirements, policies and procedures.
- Assist the Manager to achieve business targets and KPI's in a timely manner.

Special Employment Conditions

- Engagement in this role is subject to a satisfactory Department of Human Services General Employment Probity Check. A renewal will be required every three years.
- Some out of hours work may be required.
- Some intra and interstate travel requiring overnight absences may be required.
- Possession of a minimum Class C driver's licence is essential.
- May be required to be vaccinated to enable access to certain worksites.
- Must be prepared to work during SafeWork SA's customer service hours.

AGD Conditions

- Engagement in this role is subject to a satisfactory National Police Clearance.
- Participation in bi-annual Performance Management Program.
- 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.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.



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 Hours
- Remote working arrangement

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 be expected to perform. The Team Leader Help Centre is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Leadership and management	<ul style="list-style-type: none"> • Provide operational leadership and contribute to the implementation of SWSA's strategic directions • Provide operational management by identifying and removing barriers to the team's performance. • Assist in the development of KPIs for the team. 	<ul style="list-style-type: none"> • Actively engage in leadership discussion for service delivery improvement opportunities to support strategic directions and plans.
Undertake people development and management	<ul style="list-style-type: none"> • Lead and actively manage the staff of the Help Centre. • Manage performance reviews and development for all staff. • Manage and develop all employees within the team. • Lead training and development across the team. • Lead effective communication and relevant collaboration within the team and SWSA. • Review briefs, reports, files and case management. 	<ul style="list-style-type: none"> • Meet with each team member fortnightly to discuss and manage workload and performance. • Conduct performance and development review of direct reports. • Provide regular feedback and improvement guidance to direct reports. • Record keeping in line with policies and procedures.
Project coordination and delivery	<ul style="list-style-type: none"> • Facilitate projects in accordance with the program approach to ensure compliance and delivery of agreed project plans. • Research and analyse complex and sensitive information, write reports/briefings and responses with recommendations on matters pertaining to projects as directed. • Establish and monitor project documents recommending changes to projects/programs. 	<ul style="list-style-type: none"> • Provide timely advice to the WHS Advisors in order to determine impacts to processes, systems etc. • Provide regular status reports on operations and performance against set KPIs. • Produce quality documentation. • Achieve desired outcomes. • Projects completed on time.



	<ul style="list-style-type: none"> • Lead and coordinate projects or phases of projects. • Monitor and implement agreed project schedules. • Review and record project progress, issues, and outcomes, communicating to management in a timely manner. 	<ul style="list-style-type: none"> • Projects implemented according to AGD and SafeWork SA policy and frameworks. • Risks and issues identified and managed for projects in accordance with policy and process. • Project plans and reports provided as required.
Model consistency and best practice	<ul style="list-style-type: none"> • Model and encourage consistency of practice in operations across the teams. • Assist in maintaining policies, procedures, and guidelines. 	<ul style="list-style-type: none"> • Reviewing and consulting team operations to ensure consistency. • Team adherence to policies, procedures, and guidelines. • Develop and regularly review team guidance material.
Stakeholder Relationships	<ul style="list-style-type: none"> • Develop positive stakeholder relationships that facilitate mutually beneficial outcomes. • Support and maintain stakeholder relationships. • Provide regular and effective information which targets special internal and external groups with the aim of increasing the awareness of and enthusiasm towards WHS. 	<ul style="list-style-type: none"> • Engage with stakeholders as required ensuring expectations are managed appropriately and professionally. • Stakeholders consulted where appropriate with regard to delivery of project outcomes.
Continuous Improvement	<ul style="list-style-type: none"> • Influence, maintain and support a culture of high performance, professionalism and continuous improvement within the team. • Recommend and lead improvements to policies, procedures and systems. • Keep abreast of emerging operational issues and provide recommendations for improvement. 	<ul style="list-style-type: none"> • Identify and initiate opportunities for improvements in systems and objectives of SafeWork SA. • Drive continuous improvement in order to meet the requirements of the Advisory Services Team. • Policies and procedures are up to date and reflect team operations. • Process improvements proposed, scoped and monitored.



Drive Culture	<ul style="list-style-type: none">• Pro-actively contribute to the health and wellbeing of staff by ensuring safe work practices.• Embrace and encourage diversity and cultural differences in the workplace.• Contributing to the promotion and implementation of Public Sector Principles and Practices and in particular Equal Opportunity, Work Health and Safety by adhering to the provisions of various Acts and associated legislation.• Actively participate and contribute to SafeWork SA's values.	<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.• Respectful behaviour observed when faced with diversity/differences in opinion.
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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"> • Substantial knowledge and experience of legislative compliance and the application of legislation, which including WHS, workplace relations or dangerous substances. • Substantial knowledge of industry sectors, stakeholder groups such as unions, industry and employer associations, and experience engaging with workplace parties to successfully implement prevention measures. • Ability to exercise political nous and have proven skills in operational planning, project management and management of emerging issues. • Ability to coordinate, motivate, lead, coach and mentor a work group • High level written and verbal communication skills. • Demonstrated experience in liaising and working with internal and external stakeholders to develop constructive relationships. • An awareness of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion. • An understanding of the legislative requirements of the Work Health and Safety Act 2012. • An awareness of and ability to work to the spirit and principles of AS ISO 31000:2018 Risk Management. • Substantial experience working with confidential and sensitive information and in making appropriate decisions about how and when such information is shared. • Experience in developing and maintaining effective networks and operational relationships with internal and external clients and stakeholders. • Proven analytical and research skills, including an ability to think creatively and in an applied manner. • Demonstrated ability to exercise initiative and possess sound judgement. • Proven ability to remain flexible in an environment of competing priorities and work pressures.
<p>Technical Expertise (Desirable)</p>	<ul style="list-style-type: none"> • Experience in the administration and management of compliance with legislation administered by SafeWork SA which includes WHS, Workplace Relations or Dangerous Substances. • 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 eg Government (Workplace Inspection), WHS, IR. • Experience in a priority industry sector or priority hazard area. • Ability to work independently or with minimal supervision. • Experience in the preparation of reports and submissions. • Advanced word processing and document production skills. • Demonstrated knowledge and experience applying health promotion principles and practice, particularly in the work health, safety and wellbeing spheres.



Behavioural Capabilities

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

Descriptors below detail the behavioural capabilities required for performance in the Team Leader Help Centre 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.

	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
Supports Strategic Direction (Operational)	<ul style="list-style-type: none"> • Supports strategic direction and plans • Communicates plans in practical terms to others • Is sensitive to political drivers influencing priorities and decisions • Identifies and manages risk as appropriate and escalates as necessary • Actively participates in business planning
Achieves and Monitors Own Results (Operational)	<ul style="list-style-type: none"> • Takes responsibility for the delivery of quality and timely results • Measures performance and acts on opportunities for continuous improvement • Critically evaluates issues and ensures solutions are practical and achievable • Negotiates as necessary to achieve outcomes • Prioritises workload effectively and negotiates deadlines where appropriate
Delivers Business Excellence (Tactical)	<ul style="list-style-type: none"> • Manages and develops capability and expertise of the workgroup to achieve outcomes • Sets clear performance standards that are linked to business unit outcomes • Provides clear, honest and timely feedback, including addressing non-performance promptly and recognising high performance • Supports continuous learning and the development of others
Establish Relationships and Engages Others (Tactical)	<ul style="list-style-type: none"> • 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
Supports Personal Drive and Professionalism (Operational)	<ul style="list-style-type: none"> • Demonstrates respect for others and high ethical standards • Maintains professionalism and confidentiality • Supports diversity and uses this to enhance outcomes • Displays flexibility and adaptability • Remains positive and recovers quickly from setbacks • Ensures a focus on wellbeing for self and others and raises concerns where necessary

Acknowledged by occupant

...../...../.....
 (Print name) (Signature)

Acknowledged by line manager

...../...../.....
 (Print name) (Signature & title)

