

Job and Person Specification

Title of Role:	Manager, Early Enforcement and Assessments	Classification:	ASO8
Business Unit:	Consumer and Business Services	Position Number:	P64620
Branch:	Compliance and Enforcement		

Primary Purpose

The Manager, Early Enforcement and Assessments leads a dedicated team that registers, assesses and determines early complaints received by Consumer and Business Services (CBS) across a broad range of consumer and trader activities.

Exercising delegated statutory authority, the manager determines CBS' response to complaints, including whether to refer matters for further investigation, issue expiation notices, or recommend the exercise of CBS' other statutory powers. The role is central to ensuring timely, proportionate and risk-based decisions that prevent and address consumer harm.

Operating under broad direction, the manager provides expert advice to the Commissioner and senior leaders on complex, sensitive and high-risk matters, applying sound judgement in the interpretation of legislation and policy. The role engages directly with consumers, traders and key stakeholders, including the Crown Solicitor's Office, and contributes to organisational priorities through insights on emerging risks, systemic issues and enforcement trends.

Job Environment

The Attorney-General's Department (AGD) is a key portfolio within the South Australian Government, employing more than 1,900 staff. AGD delivers high-level legal services and advice to Ministers and government agencies, provides specialist policy support, oversees regulation and compliance functions, and delivers essential services directly to the community.

Consumer and Business Services (CBS) is a division of the Attorney-General's Department and is responsible for protecting consumers, supporting and regulating businesses and recording significant life events for South Australians. CBS is customer focussed and flexible in its activities, providing accessible information and services.

The Compliance and Enforcement Branch is responsible for receiving complaints about breaches of legislation, assessing and investigating those complaints, inspecting premises to ascertain whether they are compliant with legislation and taking enforcement action to address non-compliance.

Reporting Relationships

- Reports to the Assistant Commissioner, Compliance, Enforcement and Advice
- Manages a team of Complaints Officers and Assessment Officers

Key Relationships/Interactions

- Works closely with other managers and staff across the Branch.
- Works with managers across CBS to ensure all relevant complaints received by CBS are referred to the team in a timely manner.
Develops and maintains working relationships with solicitors from the Crown Solicitor's Office and other key internal and external stakeholders for CBS

Key Challenges

- Improve the registration process for complaints, and ensure the Branch develops a consistent approach to records management.
- Effectively manage and prioritise a high work volume.
- Ensure matters are assessed in line with CBS policy and relevant legislation.
- Ensure complainants receive accurate and timely information.

Special Employment Conditions

- Out of hours work may be required.
- Eligible to be appointed and exercise the powers and functions of an Authorised Officer or Inspector under relevant legislation.
- Will be authorised to issue Expiation Notices under relevant legislation.

AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all actions, activities and work processes
- Participate in bi-annual Performance Development Plan (PDP)
- Proactively seek learning opportunities, including in the timely completion of all mandatory training requirements
- Comply with the Code of Ethics for the South Australian Public Sector, relevant legislation and AGD policies and procedures
- Employment is dependent upon a compliant National Police Certificate 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:

- Job Sharing
- 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, Regulatory Assessments is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<p>Complaints Registration</p>	<ul style="list-style-type: none"> • Plan, develop and oversee the implementation of an effective registration and triage service for complaints received by CBS. • Manage and ensure the effective delivery of a support function for complainants. • Identify and recommend areas for process and quality improvement for customer service satisfaction. 	<ul style="list-style-type: none"> • Complaints are registered in accordance with relevant policies and within agreed timeframes. • Complaint files are provided to relevant officers within the Branch with the required documentation from complainants to initiate further investigation when appropriate.

<p>Customer Service</p>	<ul style="list-style-type: none"> • Plan, develop and implement customer service strategies and programs in accordance with CBS goals and priorities. • Ensure customers are provided with a high-quality service. • Develop and oversee the implementation of policies and procedures to assist staff in maintaining a high level of customer service. 	<ul style="list-style-type: none"> • Determine appropriate customer service standards and KPIs for the team. • Monitor and manage agreed KPIs.
<p>Assessment of Complaints</p>	<ul style="list-style-type: none"> • Oversee and ensure the prudent technical assessment and management of complaints in accordance with relevant legislation and CBS policies. • Work closely with other teams and branches of CBS to ensure all relevant matters are considered when assessing and determining complaints. • Exercise delegated authority and sound judgment to determine CBS's response to complaints it receives. • Identify and provide advice at a high level on trends and opportunities in relation to the effective management of complaints. • Develop and review procedures and standards relevant to registration and assessment activities to drive process improvements on a higher strategic level. 	<ul style="list-style-type: none"> • Complaints are subject to rigorous assessment and completed to a high-quality standard within legislative and internal timeframes. • Team workloads are actively managed, and work prioritised as required.
<p>Conduct Research</p>	<ul style="list-style-type: none"> • Research and prepare high level advice and opinions on complex matters of political or consumer sensitivity. • Provide high quality written and oral advice on a variety of matters at a high level of complexity. 	<ul style="list-style-type: none"> • Consistently exercises comprehensive professional expertise in the preparation of advice, exercising initiative and judgement, under broad direction and independence.
<p>Prepare Documentation</p>	<ul style="list-style-type: none"> • Review and provide sound guidance on complex assessment documents requiring substantial original drafting. • Prepare or settle documentation for advice from the Crown Solicitor's Office. 	<ul style="list-style-type: none"> • Accurately prepares substantial documentation within timeframes.
<p>Leadership</p>	<ul style="list-style-type: none"> • Develop and implement workforce management plans to ensure staff are skilled, motivated, retained and performance managed. • Provide oversight and guidance to a diverse team of complaints and assessment or legal officers. • Provide high level written and verbal advice on complex complaints registration, assessment, and operational matters being undertaken by the team and ensure compliance with government and agency policies, standards and guidelines. 	<ul style="list-style-type: none"> • Team members have clarity of roles and are supported to effectively prioritise work. • Performance management and development activities are undertaken in accordance with AGD policies. • High quality briefings and reports submitted within agreed timeframes. • Allocated projects are undertaken in line with CBS PMO guidelines

	<ul style="list-style-type: none"> • Develop, undertake, monitor and evaluate projects and improvement initiatives specific to the branch. • Work effectively with the management team across CBS to improve services and create a culture of continuous improvement. • Responsible for monitoring and reporting on allocated budget and exercising relevant delegations at a higher level with minimal supervision. 	<p>and delivered on time, budget and within approved scope and quality.</p> <ul style="list-style-type: none"> • Effective working relationships are developed and maintained across CBS.
Drive Culture	<ul style="list-style-type: none"> • Role model constructive behaviours in line with AGD's leadership expectations of self-awareness, building trust, and building teams. • Actively seek feedback and engage in critical self-reflection. • Establish and maintain effective relationships with employees including being approachable, providing role clarity, guidance on work-related matters and managing conflict where necessary. • Proactively build the capability of employees by supporting learning opportunities and providing regular feedback on performance. • Proactively manage operational leadership requirements such as leave requests, timewise entries and conduct recruitment processes where necessary • Identify and undertake personal professional development in the area of leadership. • Proactively 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"> • Feedback on performance from direct reports, peers and leaders is positive. • Regular one on one meetings with direct reports are conducted. • Performance issues, both technical and behavioural, are addressed in a timely and effective manner. • Professional Development Plans for direct reports are completed in a timely fashion. • Regular leadership development is undertaken. • Proactive measures are undertaken to adhere to and prevent injuries. • Work practices are safe and Work Health and Safety legislation, policies and procedures are implemented. • Individual differences are encouraged and accommodated in the workplace.

**Capabilities relevant to the role
(Qualifications, Skills, Knowledge and Experience)**

Essential	<ul style="list-style-type: none"> • Experience in the identification and assessment of complex issues, applying significant levels of independent judgement and the ability to exercise delegated authority as required. • Experience in drafting of substantial, sensitive, and complex documents. • Demonstrated experience in providing expert advice and guidance on matters involving significant legal and policy complexities. • Demonstrated experience in leading the performance of a diverse team delivering customer service and/or regulatory functions. • Demonstrated ability to work under broad direction, exercise high-level analytical and problem-solving skills, and effectively delegate and manage a high volume of diverse tasks.
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	<ul style="list-style-type: none"> • Demonstrated ability to apply sound decision-making principles and exercise a high level of professional expertise under broad direction on matters that impact the agency. • Demonstrated ability to develop a constructive workplace culture. • Sound interpersonal skills and ability to establish and maintain productive working relationships with direct reports, colleagues and other relevant stakeholders.
Desirable	<ul style="list-style-type: none"> • Sound knowledge of the legislation relevant to Consumer and Business Services or the ability to gain this knowledge quickly. • Knowledge and understanding of the role of government in regulating and the impact of regulation on the commercial sector. • Experience in liaising with ministerial and senior public service personnel. • Knowledge of the requirements of the <i>State Records Act 1997</i>.

Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are expected to behave in accordance with the AGD People Expectations of being self-aware, building trust and building teams. Descriptors below detail the behavioural capabilities required for performance in the Manager, Assessments. 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
<p>Promotes Strategic Thinking and Change <i>Promotes departmental goals and engages others in forward planning and change</i></p>	<ul style="list-style-type: none"> • Actively promotes goals and strategic direction • Ensures work goals are linked to the bigger picture • Considers broader issues and political context when decision making • Identifies trends, potential problems and opportunities and incorporates into plans • Adopts and manages a balanced approach to risk aversion and risk taking • Drives effective change • Promotes creative and innovative thinking
<p>Achieves Team Results <i>Supports and provides clear direction to others to achieve results at the team level</i></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>Delivers Business Excellence <i>Manages and guides the workforce to deliver outcomes</i></p>	<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 • Effectively manages their own, individual and team performance • Provides clear, honest and timely feedback, including addressing non-performance promptly and recognising high performance • Supports continuous learning and the development of others • Demonstrates and ensures a strong focus on internal and external customer service • Promotes a culture of financial responsibility, accountability and awareness • Effectively manages and coordinates resources for optimal outcomes
<p>Establish Relationships and Engages Others <i>Establishes new networks and deals with complex working relationships</i></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 <i>Promotes and role models professionalism and builds a culture of respect, diversity and growth in the team</i></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

Acknowledged by occupant

 (Print name)

 (Signature)

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Acknowledged by line manager

 (Print name)

 (Signature & title)

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