



ASO4 Project Officer (Digital Police Station) Digital Police Station Program Delivery Information, Systems and Technology Service

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Information, Systems and Technology (IS&T) Service supports the frontline policing and corporate operations of SAPOL through the provision of ICT infrastructure and communication platforms, operational software applications, and support services. The Service is responsible for driving the ongoing evolution of ICT capability across SAPOL, through the delivery of high-quality ICT change programs. The Service is structured across four core pillars: Strategy, Innovation and Engagement; Program Delivery; Operational Services; and Security and Assurance. The Service extends from traditional ICT services to encompass a specialist radio and technology capability, including laser and radar calibration services.

Program Delivery is accountable for the successful delivery of business outcomes from a large portfolio of projects. It contains both project delivery accountability as well as portfolio governance responsibilities to manage quality, risk and budget to optimise outcomes from the portfolio as a whole. SAPOL is undertaking a large complex portfolio of work across a

Service

Integrity

Leadership

Collaboration

Courage

Respect



range of areas including core infrastructure, business systems and digital transformation initiatives. This full portfolio has been broken into three sub-portfolios to deliver on the business outcomes.

The Project Officer will undertake project and administrative duties to assist the efficiency and effectiveness of the Digital Police Station Program. The role will provide timely, accurate and pro-active advice and support on a broad range of issues and priorities including research, data collection and the collation and preparation of reports and correspondence. The role will act as the executive officer for boards and forums reporting to the Program Manager. The role will be responsible for minor projects linked to improving efficiency and effectiveness of systems, processes and or practices associated with the Program.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Adelaide CBD
Qualifications	N/A.
Out of Hours Work	Some out of hours work may be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL's iEngage program.

Reporting / Working Relationships

The Project Officer will report to the Program Manager, Digital Police Station and support the Program Manager and Program team. The role will work collaboratively with executives, managers and other staff within IS&T, across SAPOL and external parties as needed.

KEY OUTCOMES

- Manage internal projects which contribute to improved efficiency and/or effectiveness of the Program.
- Undertaking research and analysis which may be of a highly sensitive, confidential and critical nature.
- Contributing to relevant agency-wide projects associated with the Program.
- Proactively identify and coordinate the appropriate areas of focus for the Program Team by:
- Efficiently triaging matters, redirecting them to the appropriate managerial level for action and following up actions including invoice payment, employee onboarding and any program related admin tasks.
- Taking initiative in the collation, preparation and presentation of information for consideration by the Program Manager or the relevant Program Team member.
- Monitoring and negotiating deadlines and coordinating the collation of information across the Service to ensure deadlines are met.
 - Drafting correspondence including briefings, emails, reports, letters, etc.
 - Providing secretariat support, including management of diaries and calendars and the taking of meeting minutes

- Intercepting, receiving and re-directing telephone calls.
- Act as the executive officer for boards and forums reporting to the Program Manager involving coordinating stakeholders, documenting and tracking outcomes and actions, managing agendas, taking and drafting meeting minutes and reports, briefing material and correspondence. Develop and maintain positive working relationships and networks with internal and external stakeholders.
- Identify, establish and maintain procedures and processes to promote organisational effectiveness.
- Contribute to the Service's continuous improvement through identifying areas for improvement and implementing approved solutions.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Demonstrated organisational and time management skills
- Demonstrated ability to work autonomously with limited direction, identify outcomes, prioritise workloads and achieve objectives within deadlines.
- Demonstrated ability to exercise initiative and judgement, make well informed and timely decisions and respond to changing demands and situations.
- Well-developed conceptual skills and the proven use of initiative in solving problems.
- Demonstrated high level of verbal and written communication skills.
- Demonstrated skills in project management and the collection and collation of information from a range of sources.
- Demonstrated ability in the use of a range of data software programs including and not limited to MS Word, Excel, Basware, SharePoint and MS Project
- Demonstrated ability to work effectively and collaboratively with a range of relevant stakeholders providing excellent customer and advisory services and achieving agreed objectives.

Desirable Characteristics

- Knowledge of the South Australia Police, its objectives, policies and practices.
- Experience with continuous improvement initiatives

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.