



# **ASO5 Manager, Business Operations Academy and Learning Branch People, Culture and Wellbeing Service**

## **ORGANISATIONAL OVERVIEW**

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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 and 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**

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### **Summary**

SAPOL's People, Culture and Wellbeing provides a holistic approach to the future development of our people and the organisation. Through strategic leadership and direction, People, Culture and Wellbeing will ensure our employees are skilled and supported to deliver a more efficient and effective service to the community. This will be achieved by increasing support to the frontline, ensuring the right people are in the right roles, developing talent pools and pipelines, delivering programs and strategies to foster highly effective leaders as well as providing collaborative business partnerships. Recognising that the capability of our workforce is dependent on the physical and mental health of all its members, People, Culture and Wellbeing will deliver programs which provide an all-inclusive approach and promote every aspect of health and wellbeing.

The Academy and Learning Branch supports frontline policing and corporate operations of SAPOL through the provision of high-quality training and education for SAPOL employees at all stages of their career.

The Manager, Business Operations is responsible for providing strategic advice and administrative support for administrative and financial operations within Academy and

Service      Integrity      Leadership      Collaboration      Courage      Respect



Learning. The position is required to manage budgets, resources (human, physical, financial), ICT, procurement, records and audits.

The Manager, Business Operations will be required to contribute to the development, implementation and evaluation of strategic and business plans, coordinate audit and risk management requirements and assist the Officer in Charge to achieve corporate objectives.

**Special Conditions**

<b>Work Status</b>	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.
<b>Location</b>	Police Academy, Taperoo, South Australia
<b>Qualifications</b>	N/A.
<b>Out of Hours Work</b>	Some out of hours work may be required.
<b>Travel</b>	Some intrastate and interstate travel may be required.
<b>Performance Management</b>	The incumbent is required to participate in SAPOL's iEngage program.

**Reporting / Working Relationships**

The Manager, Business Operations reports directly to the Officer in Charge, Academy and Learning and has close working relationships with senior managers of Academy and Learning, People, Culture and Wellbeing Service Business Manager and other managers, supervisors and employees across SAPOL.

**KEY OUTCOMES**

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- Lead, supervise and develop administrative staff by providing clear direction, coaching and performance guidance to ensure high-quality delivery and continuous improvement outcomes.
- Undertake workforce planning and capability needs assessments in collaboration with management, identifying risks and implementing workforce strategies that support operational and strategic objectives.
- Provide advice and operational support on human resource (HR) practices in accordance with SAPOL policies, Public Sector standards and legislative requirements and coordinate HR processes and records.
- Promote best-practice performance management and customer service standards across the Branch by identifying service gaps and implementing sustainable improvement initiatives.
- Provide high-level advice on HR, business management and administrative matters, including the preparation of documented recommendations for consideration by the Officer in Charge.
- Lead and manage projects and initiatives to identify cost savings, efficiency improvements and business optimisation opportunities, contributing to broader organisational improvement goals.
- Represent Academy and Learning on internal and external committees, working groups, projects and reviews and coordinate audits to ensure compliance with SAPOL policies and governance requirements

- Manage the Academy & Learning budget, including monitoring, reviewing and forecasting employee entitlements and operational expenditure, ensuring compliance with SAPOL financial standards and achievement of budget outcomes.
- Coordinate the effective management of physical and IS&T resources, including asset management, security, maintenance and implementation of new or improved digital technologies.
- Contribute to strategic planning, policy development and review, risk management and continuous improvement activities, fostering a positive and accountable organisational culture.
- Lead and support the development and implementation of risk management strategies within Academy and Learning, ensuring compliance with SAPOL and PSSB risk management frameworks and requirements.

## **QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE**

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### **Essential Minimum Requirements**

- Demonstrated leadership and management capability, including effective coordination of human, financial, procurement and physical resources to achieve operational and strategic objectives.
- Proven ability to provide high-level advice and communicate effectively, both verbally and in writing, with senior management, staff at all levels and diverse internal and external stakeholders.
- Demonstrated experience in developing, forecasting, monitoring and reviewing budgets, with the ability to interpret financial data, analyse reports and recommend appropriate corrective action.
- Experience undertaking research, analysis and investigations, including financial and business-focused matters, to support evidence-based decision-making and recommendations.
- Strong organisational skills with the ability to set priorities, manage competing demands and meet tight deadlines within a complex and dynamic operating environment.
- Demonstrated experience reviewing and improving work practices, systems and procedures to enhance service delivery, efficiency and organisational effectiveness.
- Experience in contract management and/or providing professional support to contract managers, including monitoring performance and compliance with contractual obligations.
- Sound knowledge and practical understanding of human resource, business management and administrative practices within a public sector or similarly regulated environment.
- Demonstrated capacity to contribute to strategic planning, risk management and governance processes, including identifying risks and supporting the implementation of mitigation strategies.
- High level of integrity and professional judgement, with the ability to manage sensitive information, maintain confidentiality and act in accordance with legislative and policy frameworks.

## **CORPORATE RESPONSIBILITIES**

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- 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.