

Job and Person Specification

Title of Role:	Senior Operations Officer	Classification:	ASO4
Business Unit:	Consumer and Business Services	Position Number:	Multiple
Branch:	Licensing & Registrations		

Primary Purpose

The Senior Operations Officer is responsible for a broad range of services relating to the administration of legislation through the provision of high quality, professional and client focussed contact. The Senior Operations Officer will also be responsible for facilitating business improvements, identification of operational training and development needs, assisting in identifying data trends and provide input into possible causes and solutions.

The Senior Operations Officer will administer regulatory regimes through the provision of high quality, professional and customer focussed client contact and operations. The Senior Operations Officer will be a point of escalation for the Client Services and Senior Client Services Officers for operational process matters, difficult clients and complex client enquiries.

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 Licensing Branch provides an essential service to South Australian's seeking to apply for, renew or obtain information on occupational, liquor or gaming licences. The Licensing Branch additionally administers the voluntary and involuntary barring of individuals as it relates to liquor and gaming. The branch also administers the registration and licencing of incorporated associations, charities and lotteries across the state.

The Senior Operations Officer operates within a complex and changing environment and is required to exercise judgement and decision making in an autonomous role.

Reporting Relationships

- Reports to a Team Leader or Manager within Licensing and Registration

Key Relationships/Interactions

- Staff and management across Licensing and Registration.
- Staff from State government agencies, local government and other related organisations.
- Clients of Licensing and Registration.
- Other staff of the Attorney-General's Department.
- Service providers.

Key Challenges

- Managing and scheduling large volumes of work.
- Making good quality decisions in alignment with operational policies and procedures.



- Dealing with cross agency interactions.
- Ensuring all work is compliant with policy and legislation.
- Dealing with complexities of service delivery.
- Facilitating workplace relationships, initiating business improvements, and leading management and development of Senior Client Services Officers and Client Services Officers, whilst balancing competing demands.

Special Employment Conditions

- Some out of hours work may be required.
- Will be required to exercise Commissioner's delegations as outlined in Schedule of Delegations.
- May be required to work in any area of Licensing and Registration as determined by business needs.

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 perspectives 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
- Job Sharing
- Compressed weeks
- Work from home 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 Senior Operation Officer is responsible for:



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<p>Operational Services</p>	<ul style="list-style-type: none"> • Apply a sound knowledge of legislative requirements when assessing applications. • Case manage applications and files. • Exercise delegations provided under legislation administered by CBS. • Make recommendations for the grant/refusal of licence and/or registration applications. • Provide guidance and advice to customers on legislative and policy requirements to ensure compliance with the relevant Acts administered by CBS. • Assist with complex enquiries and escalated queries to ensure the team is able to deliver a comprehensive range of high quality, consistent, and accurate information and service to clients. • Investigate and prepare draft responses to Ministerial matters. • Review and action agreed exception reports. • Identify problems with practice and procedures and recommend and develop alternative processes for continuous improvement. • Assist with other areas of the Branch when required (i.e. during periods of high demand, etc.). • Assist employees with complex recommendations. • Manage efficient appointment and complaint handling processes 	<ul style="list-style-type: none"> • Timely and accurate advice and support provided • Processes streamlined and documented • Tasks completed in a timely and efficient manner • Efficient and accessible service is provided to clients • Provide detailed analysis supporting the granting or refusal of applications.
<p>Employee Training and Development</p>	<ul style="list-style-type: none"> • Work with the Team Leader or Manager to identify training and development needs, and manage and assist in the implementation of the ongoing dedicated training and professional development of Client Services and Senior Client Officers. • Assist in the development of appropriate procedures and training material. • Assist in the facilitation and delivery of training for new starters and ongoing staff where required. 	<ul style="list-style-type: none"> • Delivers professional and relevant training. • Thorough, up-to-date training tools and skills matrix. • Training needs analysis developed and acted upon.
<p>Develop Business Process Improvement</p>	<ul style="list-style-type: none"> • Work with the Team Leaders and Manager to identify ways to improve business processes to allow for an efficient working environment. • Identify ways to develop and maintain systems and processes to support Client Services and Senior Client Officers to perform their roles. • Assist in the identification of ICT system requirements and/or changes. • Implement process changes ensuring consistency across Licensing and Registration. • Prepare and analyse reports as required. 	<ul style="list-style-type: none"> • Identifies areas for system/process improvement. • Process improvement is completed in a timely manner. • Processes streamlined and documented. • Team has adequate systems and processes to complete work in efficient manner.



<p>Facilitate Effective Working Relationships</p>	<ul style="list-style-type: none"> • Liaise with, and provide assistance to, relevant stakeholders including other government agencies, applicants, and their representatives. • Establish and maintain effective working relationships to ensure the performance of the business unit and ensure close collaboration and strong working relationships between the various business units within Licensing and Registration. • Work closely with the Team Leader or Manager to identify staff needs associated with developing and enabling service delivery goals to be met. • Support the Team Leader in the development, evaluation and implementation of policy and procedural changes. • Actively participate in branch activities aimed at improving practices and services and increasing collaboration between teams. 	<ul style="list-style-type: none"> • Written and verbal communication of high quality. • Stakeholders are satisfied with the services provided. • Collaboration between teams and strong client service orientation.
<p>Provision of Administrative and Project Support Services</p>	<ul style="list-style-type: none"> • Prepare staff rosters and allocate work to Client Services and Senior Client s Officers. • Write correspondence and briefing materials relating to communication with clients. • Maintain filing systems and databases. • Contribute to the development and coordination of projects. 	<ul style="list-style-type: none"> • Administrative work is of high quality. • Appropriately attends to administrative duties with limited direction. • Manages priorities to achieve agreed timeframes and objectives.
<p>Compliance</p>	<ul style="list-style-type: none"> • Responsible and accountable for adhering to the requirements of the WHS Act 2012; relevant WHS Regulations 2012; the Equal Opportunity Act 1984; the PS Act 2009; the Code of Ethics for Public Sector employees; the principles of diversity; and the Department's policies and procedures; • Keep accurate and complete records of business activities in accordance with the State Records Act 1997. 	<ul style="list-style-type: none"> • Active participation and contribution in responsible and safe work practices. • Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department; • Documents and correspondence filed according to States Records Act, 1997.
<p>Contribute to Culture</p>	<ul style="list-style-type: none"> • Display constructive behaviours in line with AGD's people expectations of self-awareness, building trust, and building teams. • Seek feedback and review personal performance. • Develop effective working relationships, be approachable and work cooperatively with others to achieve outcomes. • Communicate proactively and prioritise workload effectively, asking for guidance and negotiating deadlines where appropriate. • Identify and undertake personal professional development. • Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace. 	<ul style="list-style-type: none"> • Feedback on performance from peers and leaders is positive. • Priorities are effectively communicated and negotiated. • Personal development is undertaken. • Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered. • Respectful behaviour observed when faced with diversity/differences in opinion.



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

<p>Technical Expertise (Essential)</p>	<ul style="list-style-type: none"> • Experience in providing a high level of customer service in a team environment. • Experience co-ordinating the daily operations of a business unit. • Experience in conducting comprehensive assessments of the merits of applications and providing detailed written advice with recommendations to ensure decision makers are appropriately informed. • Experience in making considered and effective decisions. • Ability to learn and competently use computing software (specifically the Microsoft range of products) and database management systems. • Proven ability to solve problems, think creatively and laterally, exercise initiative and independent judgement in sometimes difficult and complex organisational situations. • Proven ability to successfully manage multiple concurrent tasks, dealing with competing pressures and multiple agendas. • Well-developed verbal and written communication skills that enable effective and appropriate communication with a broad range of people. • Ability to coordinate projects with limited or no supervision. • Ability to recognise and appropriately deal with matters of a confidential or sensitive nature. • Knowledge of the principles and the practice of WHS, Equal Opportunity, the PS Act 2009, employee conduct standards and diversity appropriate to the requirements of the role.
<p>Technical Expertise (Desirable)</p>	<ul style="list-style-type: none"> • Leadership skills, providing a sense of direction, influencing and motivating others to work towards common goals. • Sound knowledge of, or the ability to quickly acquire a sound knowledge of, legislation administered by Consumer and Business Services. • Knowledge of Government policy objectives, processes, agency structure and functions.

Behavioural Capabilities and AGD People Expectations

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 Senior Operations Officer 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.

[Matrix - AGD Performance.docx](#)

	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
Strategic Focus (Operational)	<ul style="list-style-type: none"> • Supports strategic direction and plans • Actively participates in business planning • Contributes to the drive for change and innovation • Adapts quickly to changing and emerging priorities
Results Orientation (Operational)	<ul style="list-style-type: none"> • Takes responsibility for the delivery of quality and timely results • Critically evaluates issues and ensures solutions are practical and achievable • Prioritises workload effectively and negotiates deadlines where appropriate • Measures performance and acts on opportunities for continuous improvement
Service Delivery Excellence (Operational)	<ul style="list-style-type: none"> • Identifies and raises awareness of trends, potential problems and opportunities • Identifies and delivers high quality internal and external customer service • Effectively manages their own performance, managing (or influencing) the wider team performance • Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role
Relationship Management (Operational)	<ul style="list-style-type: none"> • Consults and seeks the views of relevant stakeholders • Develops effective working relationships and internal networks • Shares information and knowledge as appropriate • Negotiates as necessary to achieve outcomes
Professional approach and drive (Operational)	<ul style="list-style-type: none"> • Maintains professionalism and confidentiality when dealing with sensitive issues • Constructively expresses own views and respects the views of others • Is aware of risks and makes decisions accordingly • Adapts effectively to change

