

# Role Description

## (Manager)



**Our purpose – Helping South Australians Conserve, Sustain and Prosper.**

<b>Role Title:</b> Team Leader, Commercial Services	<b>Division:</b> National Parks and Public Lands
<b>Classification Level:</b> ASO7	<b>Branch/Unit:</b> Public Land and Business Partnerships
<b>CHRIS Position Number:</b> M20497	<b>Reports to (Title):</b> Manager, Commercial Services

### About the Agency – [Department for Environment and Water](#)

#### About the Role

The Team Leader, Commercial Services supports the Manager, Commercial Services in the delivery of a diverse range of commercial activities across DEW. The role works closely with the Manager, Commercial Services in planning and ensuring the ongoing efficient and effective management of key sites' physical, financial, human resources and information assets. The role also manages the processes associated with business operations and the maintenance of a range of Commercial Services plans including business and bushfire management plans and providing support and expert advice to site managers across DEW for other plans as and when required.

#### Key Role Outcomes

- Significant planning and financial management functions are administered, and a high performing team of staff are developed, supported and managed to ensure the delivery of revenue targets, customer services, permits and products licensing to other government agencies, private and community organisations and members of the public.
- High level support and oversight is delivered for the initiation, planning, development and management of complex and critical projects that influence and drive an increase in revenue for the assigned commercial sites and develop and maintain high profile and positive image for the State, on a local, national and international level.
- Expert advice and guidance to staff and stakeholders influences and ensures that revenue and commercial viability objectives are met, including the provision of high level Ministerials, proposals, data, trends, reports and discussion papers that inform policy development processes and future directions.
- Collaborative relationships across DEW to improve the visitor experience and to ensure Commercial Services outcomes are developed and maintained.
- Appropriate engagement with stakeholders is ensured and positive and strong working relationships are led and managed with a diverse range of stakeholders including the State, Commonwealth and local government and community sectors.
- Commercial Services advice and correspondence is coordinated across the Branch within strict timeframes to address requests from DEW Executive, the Chief Executive, Cabinet and Minister, and is critiqued from governance and quality perspectives.
- Leadership is provided to the team ensuring employees are empowered, motivated, have appropriate expertise and meet performance goals.

- Ensure the effective management of human, financial and physical assets with the unit/team through appropriate planning and allocation of resources to achieve agreed business and strategic plans.
- Lead, develop and foster a positive work culture which is based on SA Public Sector Code of Ethics values and promote customer service, learning and development, safety, and welfare of employees, acknowledge differences and encourage creativity and innovation, which is highly responsive to the needs of the business, our partners and external clients.
- Provide timely and constructive feedback to subordinate staff to contribute to their effective performance and motivation and plan for their continued professional and technical development.

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## Essential Criteria (including qualifications)

- High level expertise in the management of complex commercial programs and projects, including leading staff and identifying, analysing and developing innovative recommendations for business opportunities, problems and risks, at both a strategic and operational level.
- Broad knowledge of key relevant aspects of commercial services within a public sector context, including policies, processes and initiatives within South Australia, and a strong grasp of frameworks, models, processes and methods that facilitate public policy formulation, development and implementation.
- Extensive experience in establishing and managing strategic partnerships and controlling complex procurement processes, contracts and resources.
- Demonstrates in depth understanding of visitor management in a national parks context.
- Demonstrated experience in effectively leading and managing a team, demonstrating adeptness in decision making, resource allocation, and fostering a collaborative environment to achieve organisational goals.
- A current class “C” driver’s licence and willingness to drive.

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## Desirable Criteria

- A degree in business management, business administration, marketing or similar.

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## Direct Reports

- Café Manager (ASO3 X 1.0 FTE)
- Site Coordinator, Adelaide Gaol (ASO3 X 1.0 FTE)
- Site Coordinator, Mount Lofty Summit (ASO3 X 1.0 FTE)
- Nursery Coordinator (ASO3 X 1.0 FTE)
- Nursery Sales and Plant Orders (GSE5 X 1.0 FTE)
- Propagation Supervisor (GSE7 X 1.0 FTE)

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## Key Relationships/Interactions

- Commercial Services leadership team.
- Regional and National Parks staff within DEW and other relevant government agencies.
- Other government (local and state) agencies, conservation groups, industry bodies, community groups.

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## Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia.

- Prior to being employed, the successful candidate will be required to provide a valid Nationally Coordinated Criminal History Check (NCCHC), which is required to be renewed every three years. DEW will cover the cost of renewal.
- Prior to being employed, the successful candidate will be required to provide a Department of Human Services (DHS) Working with Children Check (WWCC) which is required to be renewed every five years. DEW will cover the cost of renewal.
- May be required to undertake intra or interstate travel and work outside of the normal hours of work.

Core Competencies	Elements	Behavioural Indicators
<b>Shapes Strategic Thinking and changes</b>	<ul style="list-style-type: none"> <li>• Creating Vision and Direction</li> <li>• Motivating Others</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures own work and work of team is aligned with the Agency’s strategic priorities.</li> <li>• Develops business and/or operational plans in an inclusive way with their team that take account of the Agency’s strategic directions.</li> <li>• Communicates the business plan in a way that shows staff how their work fits in the context of the ‘bigger picture’.</li> <li>• Empowers staff to take initiative and to provide suggestions for ways of doing work more effectively or efficiently.</li> <li>• Seeks to understand the motivations of individuals and uses this knowledge to help them perform at their full potential.</li> </ul>
<b>Achieves Results</b>	<ul style="list-style-type: none"> <li>• Delivering Effective Outcomes</li> <li>• Making Decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Deals assertively in overcoming barriers to action.</li> <li>• Sets priorities for self and clear expectations and priorities for others and manages workflow in order to achieve outcomes on time.</li> <li>• Uses performance data – reports and measures - to monitor, encourage and develop team to deliver outcomes.</li> <li>• Evaluates impact and consequences of taking a particular course of action, taking into account stakeholder concerns as well the impact across the Agency.</li> <li>• Confidently makes decisions in ambiguous situations when time is critical.</li> <li>• Ensures decisions taken abide by legislation, regulations and policies.</li> </ul>
<b>Drives Business Excellence</b>	<ul style="list-style-type: none"> <li>• Optimising Performance</li> <li>• Promoting Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Applies performance management processes in their work area and provides timely feedback and coaching to staff.</li> <li>• Seeks to understand the needs and issues of a diverse customer base.</li> <li>• Works constructively with diverse people, to deliver high quality and responsive services and demonstrates flexibility in service delivery as appropriate.</li> <li>• Establishes mechanisms for gathering feedback from customers about service quality and possible service improvements.</li> </ul>

<p><b>Forges Relationships and Engages Others</b></p>	<ul style="list-style-type: none"> <li>• Establishing and Maintaining Networks</li> </ul>	<ul style="list-style-type: none"> <li>• Forms constructive relationships with key stakeholders within and outside of the Agency.</li> <li>• Demonstrates comfort and competence in relating to a range of people from diverse backgrounds.</li> </ul>
<p><b>Exemplifies Personal Drive and Professionalism</b></p>	<ul style="list-style-type: none"> <li>• Modelling Public Sector Values</li> </ul>	<ul style="list-style-type: none"> <li>• Consistently behaves in an ethical and professional manner aligned with the Public Sector values and Code of Ethics, even in difficult situations.</li> <li>• Emphasises the importance of building trust and respect and behaving ethically in all dealings.</li> </ul>

## Work Health and Safety

### Lead workplace safety procedures and programs

- Proactively ensures all direct reports understand workplace health and safety requirements and responsibilities.
- Leads and participates in health and safety discussions in the workplace.
- Identifies hazards, assesses risks and implements procedures for controlling risks.
- Implements procedures for dealing with incidents and emergency events.
- Maintains appropriate workplace safety records.
- Implements procedures for managing injured workers.

## Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- As an individual it is your responsibility to actively participate in the Department’s Performance Review and Development Program. As a manager you are required to action the Performance Review and Development Program inclusive of 6 monthly reviews, for all employees for whom you are responsible.
- Recruit appropriately qualified and experienced staff to the unit/team.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people and act in accordance with the Child Safe Environment Policy and Procedure at all times.

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