

Job and Person Specification

Title of Role:	Manager, Emergency Aviation	Remuneration Level:	SM1
Business Unit:	Public Safety Solutions	Type of Appointment:	Ongoing
Division:	Projects & Technology	Position Number:	P67211

Job and Person Specification Approval

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CHIEF EXECUTIVE / DELEGATE

Primary Purpose

Public Safety Solutions (PSS) is a business unit within the Projects and Technology Division of the Attorney-General's Department and is responsible for the provision and ongoing management of solutions to support the critical operations of the state's emergency and essential services. This includes communications and emergency dispatch infrastructure and emergency aviation services.

The Manager, Emergency Aviation's primary role is to ensure that the ongoing provision and use of the mission critical State Police, Ambulance and Rescue Aviation Service (SPARAS) continues to meet the business and operational needs of all user agencies and delivers required outcomes against Departmental and State Government priorities.

The role operates in a highly complex specialised operating environment and is directly responsible for leading the SPARAS team to ensure the successful implementation and delivery of the service for the SA Ambulance Service and SA Police. This requires both an operational and strategic focus to help ensure public safety is supported and community expectations are met, while being responsible for encouraging a culture of cross-team collaboration with a strong customer service focus across agencies.

Developing and maintaining relationships with senior level executives, management, operational agency staff, senior commercial, sector representatives and external providers is critical to the success of the role. As well as managing complex and high value external service provider arrangements, ensuring they deliver operational, commercial and safety requirements.

Reporting Relationships

- Reports directly to the Director, Public Safety Solutions
- Manages the SPARAS operations team

Key Relationships/Interactions

Internal

- Executive Director, Projects and Technology
- Public Safety Solutions business unit
- Management and staff across AGD
- Crown Solicitors Office

External

- Executives, management, and operational staff of other government agencies and Ministerial offices
- Senior contractor and supplier representatives
- Regulators and representatives from other State or National jurisdictions



Key Challenges

- Being responsive in a fast-paced, critical services environment.
- Managing the competing requirements and expectations of multiple stakeholders, delivering outcomes of strategic importance.
- Dealing effectively with cross-agency interactions at times of high-stress and workload.

Special Conditions

- Out of hours work will be required in periods of demand.
- Occasional intrastate and interstate travel may be required

AGD Conditions

- Participate in twice yearly performance development discussions;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD Policies and procedures; and
- Employment is dependent upon a National Police Certificate clearance that AGD finds satisfactory.

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
- 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 Manager, Emergency Aviation is responsible for:

Key Responsibility Area	Specified Duties	Measurement
<p>Service Delivery</p>	<ul style="list-style-type: none"> • Responsible for all operational service delivery matters in relation to SPARAS, including interagency coordination, information exchange and end-user-liaison as required. • Develop and implement policy and processes for SPARAS, providing leadership across risk management, user agency operational requirements, client relationship management, and contract management. • Identify trends and changes in the use and needs of user agencies and assist in the development of forward requirements, forecasts and supporting service arrangements, including opportunities for continuous improvement. • Provide expert advice, input and support for the governance committees associated with the SPARAS. • Develop frameworks and guidelines for operating SPARAS, including commercial, governance and operational frameworks. 	<ul style="list-style-type: none"> • SPARAS services are delivered in a manner that helps ensure they continue to meet the day-to-day business needs of user agencies. • Accurate advice is provided in a timely manner on relevant issues, as appropriate to the audience.
<p>Contractor and Supplier Management</p>	<ul style="list-style-type: none"> • Negotiate, establish and monitor agreed Service Level Agreements with and between external service providers and user agencies and resolve issues as they arise. • Monitor and manage effective performance of contracted service providers, including management of key performance indicators and operational reporting in a complex operating environment and commercial framework. • Act as the contract administrator for external service provider arrangements, overseeing the day-to-day execution of obligations and responsibilities. • Manage relationships with external providers, including structured governance meetings, dispute and issue escalation and resolution. • Establish and oversee compliance and quality management and auditing processes. 	<ul style="list-style-type: none"> • Performance of contractors and suppliers is managed according to standard methodologies ensuring quality is maintained and KPI's are met. • Contractual and commercial matters with service providers are managed appropriately, with a high level of commercial and business insight.
<p>User Agency Engagement</p>	<ul style="list-style-type: none"> • Develop and manage professional customer relationships within a set of complex executive and operational relationships within emergency services user agencies that utilise the SPARAS. • Meet regularly with SPARAS user agencies to build relationships, and to understand the strategic business requirements, usage trends and pressure points of agencies. 	<ul style="list-style-type: none"> • A client relationship management framework is established. • Effective relationships with user agencies are established and maintained.

	<ul style="list-style-type: none"> • Interpret, advise and represent user agencies on related operational, contract and service matters. 	<ul style="list-style-type: none"> • Lead regular meetings with stakeholders. • Service providers understand user agency requirements and the importance of the services they deliver.
Planning and Budget	<ul style="list-style-type: none"> • Identify emerging trends and changing needs across agencies, and manage the development of forward operational requirements, demand forecasts, and the supporting service arrangements needed to meet them. • Manage the financial requirements of the SPARAS budget, including analysis of agency expenditure on the SPARAS and forward planning for future identified needs from a commercial perspective. • Provide timely advice and support in relation to procurement needs and associated processes regarding the SPARAS. • Liaise with CSO, SAFA and/or others to negotiate timely resolution of queries and/or issues that may arise. • Contribute to the development, implementation and review of PSS strategic and business plans. 	<ul style="list-style-type: none"> • Planning for the development and future support of SPARAS services is informed and relevant, undertaken in a collaborative environment between internal and external stakeholders. • The SPARAS budget is managed with appropriate planning and forecasting ensuring the agency & service needs of the SPARAS are catered for.
Leadership and Management	<ul style="list-style-type: none"> • Lead the SPARAS team, providing support, advice and direction to team members to ensure the timeliness and quality of work output, leading to the delivery of strategically important outcomes. • Manage the task and resource allocation for the SPARAS team, ensuring that business and operational needs are considered. • Anticipate and plan for future financial and service delivery needs for SPARAS, through engagement with user agencies to understand their future requirements. • Prepare budget bids, business cases and other documentation as required and participate in the relevant government processes to secure required resources. • Actively participate in PSS business unit activities aimed at improving practices and services, including the participation in the review of other projects or activities as required. 	<ul style="list-style-type: none"> • SPARAS team members receive the support, guidance and direction they need to meet objectives. • SPARAS team have the finance and human resources it requires to meet objectives. • SPARAS team complies with departmental and government policies and procedures.
Drive Culture	<ul style="list-style-type: none"> • Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace. 	<ul style="list-style-type: none"> • Pro-active measures are undertaken to adhere to and prevent injuries.

	<ul style="list-style-type: none">• Identify and promote health and wellbeing objectives and plans within the workplace.• Embrace and encourage diversity and cultural differences in the workplace.	<ul style="list-style-type: none">• Work practices are safe and Work Health and Safety legislation policies and procedures are adhered.• Individual differences are encouraged and accommodated in the workplace.
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Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

<p>Technical Knowledge and Expertise (Essential)</p>	<ul style="list-style-type: none"> • Demonstrated experience in managing critical services, dealing with competing pressures, and multiple stakeholders. • Significant experience in managing major contracts, including negotiation and management of service levels. • Demonstrated experience in developing and maintaining relationships with customer agencies & service providers and facilitating processes that advance the delivery of effective services in complex operating environments. • Superior level written and verbal communication skills with a proven ability to communicate complex ideas to a wide audience. • Extensive ability to solve problems, think creatively and laterally, exercise initiative and independent judgement in sometimes difficult and complex organisational situations. • Experience in managing budgets and the management of resources. • Sound knowledge of commercial negotiation, contract administration and risk assessment techniques. • Extensive ability to lead and work collaboratively in a team environment, contribute to, and encourage a culture of teamwork, service delivery excellence and a shared responsibility for achieving results.
<p>Technical Knowledge and Expertise (Desirable)</p>	<ul style="list-style-type: none"> • Experience in working within a government business environment, particularly in a critical service delivery area. • Knowledge of aviation operations and regulations. • Appropriate tertiary or post graduate qualification. • Knowledge of the principles and practice of OHSW, Equal Opportunity, the PS Act 2009, employee conduct standards and diversity appropriate to the requirements of the role.

Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Manager, Emergency Aviation 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.

	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

<p>Strategic Focus (Strategic)</p>	<ul style="list-style-type: none"> Aligns strategies with the South Australian Government and Department's strategic plans Continually reviews goals and plans to reflect changing priorities or conditions Anticipates risks and manages these accordingly Operates within a whole of government context and considers multiple perspectives and agendas Seeks to gather and understand all critical information when planning and making decisions Demonstrates effective and consistent decision making in an environment of ongoing change and uncertainty Champions new initiatives and stimulates change
<p>Results Orientation (Tactical)</p>	<ul style="list-style-type: none"> Provides clear direction on how to achieve outcomes Develops plans with clear outcomes and supports others to achieve these Is accountable for the delivery of quality, timely and cost-effective results Critically evaluates the problem in its entirety before identifying and implementing best possible solution Confidently makes decisions showing good judgement Effectively prioritises and re-negotiates tasks as needed Reviews performance and seeks opportunities to implement continuous improvement
<p>Service Delivery Excellence (Strategic)</p>	<ul style="list-style-type: none"> Anticipates and plans for future events, trends, problems and opportunities. Builds and manages capability and expertise of the workforce to achieve organisational goals. Models and promotes a customer service ethos. Astutely allocates resources for optimal short and long term outcomes. Models a culture of financial responsibility, accountability and awareness. Sets clear performance standards that are linked to organisational outcomes. Develops the ability of others to effectively manage their own, individual and team performance and contribute to the organisation. Promotes continuous learning and the development of others to achieve maximum individual and organisational potential.
<p>Relationship Management (Tactical)</p>	<ul style="list-style-type: none"> Represents the agency and public sector effectively in public and government forums Effectively identifies, manages and resolves conflict Maintains awareness of the political context and acts accordingly Develops effective working relationships and internal and external networks Appropriately identifies and collaborates with relevant stakeholders Shares information and knowledge Tailors approach and communication style to suit the situation and audience Identifies opportunities to negotiate for improved outcomes Actively listens and communicates in a clear and concise manner
<p>Professional approach and drive (Tactical)</p>	<ul style="list-style-type: none"> Builds a culture of respect and high ethical standards Promotes diversity and uses this to enhance outcomes Demonstrates and promotes professionalism and confidentiality when dealing with sensitive issues Willing to put own views forward and challenges opposing views in a respectful manner Identifies and considers risk in decision making Remains positive and recovers quickly from setbacks Promotes adaptability in dealing with change Seeks opportunities to strengthen areas for development Seeks feedback on performance and engages in self-reflection

