

## ROLE DESCRIPTION

**ROLE TITLE:** Team Leader, People Experience Operations

**CLASSIFICATION:** ASO6

**ROLE NUMBER:** P67227

**AGENCY:** [Department of the Premier and Cabinet](#)

**DIVISION:** Chief Operation Officer

**BUSINESS UNIT:** People and Culture

**REPORTS TO:** *Manager, People Experience*

**ROLES REPORTING TO THIS ROLE:** *x2 HR Support Officer*

**BUDGET:** *Nil*

**ROLE PURPOSE:** The Team Leader, People Experience Operations leads the HR support team to deliver accurate, timely and customer-centred HR services across the employee lifecycle. Reporting to the Manager, People Experience, the role provides day-to-day leadership, coaching and performance management to build team capability, supports continuous improvement of HR systems and administrative practices, and ensures data integrity and compliance. The Team Leader oversees case triage and escalation, drives practical process improvements, and fosters a positive, service-focused culture that underpins departmental and government-wide workforce priorities.

### KEY OUTCOMES OF ROLE:

1. Lead and manage the HR support team by providing day to day leadership, regular 1:1's, coaching, mentoring and performance management to build capability and sustain high performance.
2. Allocate and manage workload and service performance by assigning tasks, monitoring service level agreements, conducting quality assurance and ensuring timely, accurate delivery.
3. Oversee onboarding, workforce transactions, general HR enquiries and related administrative functions such as invoicing to ensure efficient, customer-centred service across the employee lifecycle.
4. Manage case triage and escalation by prioritising and routing cases, resolving matters within scope and escalating complex issues to the Manager.
5. Drive practical process improvement by identifying operational pain points, developing standard procedures, templates and guides and leading initiatives to reduce administrative burden.
6. Maintain data integrity and reporting by performing regular audits, resolving data issues, producing concise operational dashboards and scheduled workforce reports to inform decision making and team coaching.
7. Support the implementation of ServiceNow by partnering with HR business partners, Shared Services SA, ICT and DPC business units on testing and operational readiness and continue to champion system adoption and enhancements to ensure the platform supports efficient, customer-focused HR service delivery.
8. Build and maintain strong stakeholder relationships by proactively engaging managers, Shared Services SA and other internal stakeholders, seeking feedback to improve HR support, and providing training and knowledge-sharing sessions to HR contacts to support consistent processes.

### KEY RELATIONSHIPS / INTERACTIONS:

- Manager, People Experience and HR Business Partners: Collaborate to shape and deliver customer-focused HR services across the employee lifecycle and provide operational insights to support decision making.
- Senior Leaders/Managers and HR Contacts: Engage and liaise regularly to ensure responsive, high-quality HR support and a positive service experience.

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- HR Support Team: Lead, develop and support team members to deliver accurate, timely and customer-centred HR services.
  - People and Culture Team: Work collaboratively to support a consistent and positive people experience across the department.
  - Shared Services SA: Partner to ensure efficient, high-quality HR service delivery for DPC employees and resolve transactional or process issues as they arise.
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#### **SPECIAL CONDITIONS:**

- Applicants will be required to undergo the appropriate and relevant Employment Screening Assessment(s) required for this role in line with the DPC Employment Screening Policy.
  - This role requires (please select those relevant for the role):
    - Nationally Coordinated Criminal History Checks (NCCHC) (required for all roles)
    - Working with Children Check
    - Security Clearance (including Baseline, Negative Vetting Level 1, Negative Vetting Level 2, Positive Vetting)
  - The Incumbent will be required to participate in the department's Performance Management Program.
  - The Incumbent may be assigned to another position at this remuneration level or equivalent.
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#### **KEY SELECTION CRITERIA:**

- *Demonstrated experience supervising, coaching or mentoring staff within an HR or administrative environment, including supporting performance, capability development and fostering a positive team culture.*
- *Proven understanding of HR operational processes across onboarding, workforce administration and general HR support functions, with the ability to ensure accurate and timely service delivery.*
- *Ability to interpret and apply HR policies, industrial instruments and Commissioner's Determinations to ensure consistent, compliant and customer-centred advice and decision making.*
- *Demonstrated capability in process improvement and service redesign, including identifying inefficiencies, developing practical solutions and implementing changes that enhance service quality and user experience.*
- *Strong communication, relationship-building and problem-solving skills, with the ability to engage constructively with stakeholders and resolve issues using sound judgement.*
- *High attention to detail and commitment to data accuracy, including maintaining accurate records and ensuring compliance with legislative, policy and audit requirements.*
- *Demonstrated ability to support the implementation of new HR systems, including contributing to testing activities, identifying operational requirements, preparing documentation and supporting change and adoption during the transition to ServiceNow.*
- *Demonstrated ability to manage competing priorities, coordinate workflow and work both independently and collaboratively to deliver high-quality HR services in a fast-paced environment.*

#### **PURPOSE**

- Making a difference so South Australia thrives

#### **VISION**

- The Heart of government
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#### DPC VALUES

- Curious
- Courageous
- Connected

#### SOUTH AUSTRALIAN PUBLIC SECTOR VALUES

- Trust
- Service
- Professionalism
- Respect
- Collaboration and Engagement
- Honesty and Integrity
- Courage and Tenacity
- Sustainability

#### CORPORATE RESPONSIBILITIES

Incumbents are responsible for:

- Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.
- Maintaining a commitment to the [Public Sector Act 2009](#), [The Code of Ethics for the South Australian Public Sector](#), and the legislative requirements of the *Public Sector Act 2009* and [Work Health and Safety Act 2012](#).
- Creating and maintaining a diverse, accessible, inclusive and culturally safe workplace to enable us to reflect our community.
- At all times acting in a manner that is non-threatening, courteous, respectful, and consistent with DPC's accreditation as a White Ribbon workplace.
- Demonstrating a genuine commitment to Reconciliation, and the achievement of Reconciliation Action Plan outcomes.

**CORE COMPETENCIES & ASSOCIATED BEHAVIOURS EXPECTED AT THIS CLASSIFICATION**

**Supports and Implements the Strategic Direction**

- Understands the big-picture and contributes to the development of strategic direction
- Understands and supports organisational goals and business objectives
- Understands, supports and promotes organisational goals and business objectives
- Steers and implements change
- Identifies, defines and solves complex problems relating to the teams work objectives
- Identifies broader factors, trends & influences across the Public Service that may impact on the teams work objectives

**Achieves Results**

- Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes
- Evaluates alternatives objectively and uses evidence, knowledge and experience to deliver the best result
- Ensures compliance with Public Sector legislation, regulations and policies
- Monitors project performance and takes action to improve the delivery of quality outcomes as required
- Values specialist expertise and capitalises on the knowledge and skills of self and others

**Enhances Business Excellence**

- Actively supports and seeks new innovative initiatives and is responsive to change methodology to implement these
- Keeps abreast of market trends, developments and economic/ legislative changes to meet current and future organisational needs
- Identifies learning opportunities. Gives timely praise and recognition. Deals with under performance promptly, and works towards agreed performance standards
- Embeds a strong customer service ethos by understanding needs
- Monitors expenditure, manages procurement and contract procedures and identifies the appropriate use of resources

**Cultivates Productive Working Relationships**

- Listens to and considers different ideas and discusses issues credibly and thoughtfully. Identifies other people's expectations and concerns
- Can identify conflict in situations and acts sensitively, objectively and constructively to de-escalate conflict
- Works collaboratively and shares information with own team and seeks input from others
- Builds and sustains positive relationships with team members, stakeholders and clients
- Confidently communicates messages in a clear and concise manner using appropriate language

**Exhibits Personal Drive and Professionalism**

- Acts with integrity & promotes consistency among principles, organisational values and ethical behaviour
- Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them
- Persists and focuses on achieving objectives in difficult circumstances responding in a positive and controlled manner
- Self evaluates performance and seeks feedback from others. Recognises how behaviour impacts on others. Committed to self development
- Contributes to a culture that values and respects diversity and models this in all interactions
- Ensures standards for the safety and wellbeing of self and others are maintained