



ASO3 Despatch Coordinator Physical Assets Services Branch

ORGANISATIONAL OVERVIEW

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 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

Summary

The Despatch Coordinator is responsible for coordinating despatch and logistical services within SAPOL and for external postage and courier services as part of the Facilities Management Unit. It includes general supervision of the activities of the Despatch Assistants and the monitoring of systems and finances to ensure the provision of a responsive and efficient despatch service.

The role works within a dynamic and collaborative Facility Management Unit (FMU) within Physical Assets Services Branch (PASB), responsible for management and oversight of a range of facilities across SAPOL's statewide asset portfolio and for the delivery of facility management services to ensure that the portfolio is maintained to an optimum level in support of Policing Operations and business continuity.

PASB is comprised of seven units: Capital Projects Unit, Major Projects Unit, Strategic Infrastructure & Assets Unit, Contracts, Impound & Armoury Unit, Strategic Operations: Fleet & Property, Facilities Management Unit, and Business Unit. A 'one team' mindset driven by leadership at all levels, that is focused on achieving our Vision and Key Strategy allows us to realise the full potential of our workforce and ensures service excellence. To achieve this, members adopt a problem solving, responsive and informative approach.

Service

Integrity

Leadership

Collaboration

Courage

Respect



Special Conditions

Work Status	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.
Location	Adelaide CBD
Qualifications	Current unencumbered driver's licence is required
Out of Hours Work	Some out of hours work will be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL's iEngage program.

Reporting / Working Relationships

The Despatch Coordinator reports to the Manager, Facilities Management Unit and is responsible for coordinating and 'on the job' supervision of the activities of the Despatch Assistants.

The position is responsible for maintaining positive working relationships and works closely with other staff across SAPOL, suppliers and external contractors.

KEY OUTCOMES

Ensure the provision of effective and responsive despatch services by:

- Coordinating and supervising the activities of the despatch assistants, which includes preparing and monitoring shift and leave rosters, approving time sheets and leave forms.
- Providing timely customer service response by participating in staff roster covering reception counter between the hours of 7am – 4pm as required
- Ensuring that staff members receive adequate information and training to complete their duties safely and effectively.
- Monitoring the effectiveness of the despatch system and developing, recommending and implementing necessary changes including liaising with despatch users and external freight service providers.
- Developing and maintaining the despatch operations manual, and monitoring and updating the internal post code system.
- Ensuring mail and addressing formats and provide mail and logistical advice to SAPOL clients.
- Preparing invoices and financial paperwork for mail services, including the back charging of mail and freight costs occur in a timely accurate manner.
- Ensuring all mail, freight and postage received is X-ray scanned for suspicious items.
- Opening mail when requested to do so and forwarding to appropriate areas.
- Provide timely and accurate information to a wide range of administrative enquiries from staff, the public and outside agencies
- Contributing positively and actively to ensure a high performing team environment and collaborative work culture, and continuous improvement outcomes;
- Proactively address enquiries and resolve issues in a timely, professional and courteous manner with members of the public or SAPOL staff as required;
- Actively undertake training, participate in multi-skilling and as new initiatives are developed, be prepared to adapt to changing work practices and ways of providing support to clients.
- Other taskings as appropriate to support Unit activities as directed from time to time.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Experience in conflict resolution and creative problem solving skills.
- Ability to perform manual handling tasks.
- Demonstrated ability to work effectively within a team environment and achieve agreed outcomes.
- Ability to understand and monitor financial information, including preparation of invoices.
- Proven ability to provide 'on the job' supervision and coordinate activities of staff at a range of classification levels and types.
- Knowledge of external freight and courier services operations.
- Knowledge of Australia Post mail processing procedures.
- Knowledge of suspicious mail identification procedures especially in relation to chemical, biological and radiological threats (CBR).

Desirable Characteristics

- Experience in the use of line-of-business systems or other electronic databases
- Knowledge of Australia Post requirements and conditions

CORPORATE RESPONSIBILITIES

- 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.