

# Job and Person Specification

<b>Title of Role:</b>	Senior Project Manager, Information Management	<b>Classification:</b>	ASO7
<b>Business Unit:</b>	Consumer and Business Services	<b>Position Number:</b>	P50022
<b>Branch:</b>	Business Services and Transformation		

## Primary Purpose

The Senior Project Manager, Information Management is responsible for undertaking and delivering a methodical and comprehensive development of Consumer and Business Service's (CBS) information management system. Reporting to the General Manager, Business Improvement, the Senior Project Manager, Information Management will work closely and collaboratively with internal and external stakeholders to develop business documentation and process improvements that support best practice operations in records management.

## 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.

This role contributes to the strategic goals of CBS through strategic and operational oversight of a portfolio of significant projects aimed at improving the security, efficiency, and effectiveness of CBS operations. This includes maintaining and improving customer service standards across CBS in line with SA government initiatives.

## Reporting Relationships

- Reports to the General Manager, Business Improvement

## Key Relationships/Interactions

- Works closely with staff and management within the Business Transformation division, specifically the Business Solutions Manager
- Stakeholders - staff and management within Consumer and Business Services (CBS) and external users of CBS services
- Other staff of the Attorney-General's Department.

## Key Challenges

- Delivering complex information management projects within tight timeframes and competing priorities.
- Balancing competing stakeholder expectations across business, ICT, governance, and executive groups.
- Ensuring compliance with legislative, policy, privacy, security, and records management obligations.
- Identifying and managing project risks, dependencies, and resource constraints.
- Driving adoption of new information management solutions and embedding sustainable ways of working.

## Special Employment Conditions

- Some out of hours work may be required.
- Some intrastate and interstate travel may be required



**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 Project Manager, Information Management is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Lead through influence by fostering trust, respect, and a positive and collaborative culture, with a focus on proactive staff wellbeing.</li> <li>• Coach and mentor team members to strengthen capability and support ongoing development, while providing clear direction, setting expectations, and monitoring performance to ensure consistent and effective delivery of outcomes across the organisation.</li> <li>• Work effectively with the management team across CBS to improve services and create a culture of continuous improvement.</li> <li>• Demonstrate best practice in customer service and model the CBS values and AGD leadership expectations.</li> </ul>	<ul style="list-style-type: none"> <li>• Team members have clarity of roles and are supported to effectively prioritise work.</li> <li>• Performance management and development activities are undertaken in accordance with AGD policies</li> <li>• Effective working relationships are developed and maintained across CBS</li> </ul>
<b>Lead information and records management governance and compliance across CBS</b>	<ul style="list-style-type: none"> <li>• Lead the development, review, and implementation of information and records management governance frameworks, policies, and standards</li> <li>• Ensure compliance with relevant legislation, State Records requirements, and government policies</li> <li>• Provide authoritative advice on information governance, privacy, security, and records management practices</li> <li>• Monitor and report on compliance and identify opportunities for improvement across CBS</li> </ul>	<ul style="list-style-type: none"> <li>• Governance frameworks are implemented and endorsed</li> <li>• Practices align with legislative and policy requirements</li> <li>• Compliance issues are identified and addressed</li> </ul>



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	<ul style="list-style-type: none"> <li>Develop and maintain high-quality governance documentation for executive endorsement and organisation-wide implementation</li> </ul>	<ul style="list-style-type: none"> <li>Advice informs decision-making at senior levels</li> <li>Documentation is approved and implemented</li> </ul>
<b>Lead delivery and assurance of information management project outcomes</b>	<ul style="list-style-type: none"> <li>Lead and deliver information management project outcomes within agreed scope, timeframes, and quality standards</li> <li>Manage project risks, issues, and dependencies and ensure appropriate escalation</li> <li>Monitor and review project scope, milestones, and plans to ensure ongoing relevance</li> <li>Apply project management methodologies to support governance and delivery</li> </ul>	<ul style="list-style-type: none"> <li>Project deliverables are achieved within agreed scope, timeframes, and quality standards.</li> <li>Risks, issues, and dependencies are effectively managed and escalated as required.</li> <li>Project governance, reporting, and planning remain effective and support successful delivery.</li> </ul>
<b>Stakeholder engagement and strategic advisory support</b>	<ul style="list-style-type: none"> <li>Develop and maintain effective and strategic professional relationships and networks with internal and external stakeholders to support the efficient and effective design and delivery of services.</li> <li>Communicate and negotiate effectively, both verbally and in writing, across all levels of the agency and with external agencies and stakeholders.</li> <li>Build and maintain effective relationships with internal and external stakeholders</li> <li>Engage with executives and business units to understand information management requirements</li> <li>Provide expert advice on strategic and operational information management issues</li> <li>Lead stakeholder consultation and communication activities</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder feedback is positive</li> <li>Advice supports effective decision-making</li> <li>Engagement supports successful implementation of outcomes</li> <li>Issues are resolved through effective consultation</li> </ul>
<b>Drive continuous improvement and implementation of information management practices</b>	<ul style="list-style-type: none"> <li>Identify and implement improvements to information management systems, processes, and practices</li> <li>Support adoption of best practice and new ways of working across CBS</li> <li>Monitor effectiveness of implemented improvements and adjust as required</li> <li>Support capability uplift and knowledge sharing across business areas</li> </ul>	<ul style="list-style-type: none"> <li>Improvements are implemented and sustained</li> <li>Adoption of new practices is achieved across CBS</li> <li>Measurable improvements in information management outcomes are demonstrated</li> <li>Capability uplift is evident across business areas</li> </ul>
<b>Drive Culture</b>	<ul style="list-style-type: none"> <li>Role model constructive behaviours in line with AGD's leadership expectations of self-awareness, building trust, and building teams.</li> <li>Actively seek feedback and engage in critical self-reflection.</li> <li>Establish and maintain effective relationships with employees including being approachable, providing</li> </ul>	<ul style="list-style-type: none"> <li>Feedback on performance from direct reports, peers and leaders is positive.</li> <li>Regular one on one meetings with direct reports are conducted.</li> </ul>



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	<p>role clarity, guidance on work-related matters and managing conflict where necessary.</p> <ul style="list-style-type: none"> <li>• Proactively build the capability of employees by supporting learning opportunities and providing regular feedback on performance.</li> <li>• Proactively manage operational leadership requirements such as leave requests, timewise entries and conduct recruitment processes where necessary.</li> <li>• Identify and undertake personal professional development in the area of leadership.</li> <li>• Proactively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace.</li> <li>• Embrace and encourage diversity and cultural differences in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance issues, both technical and behavioural, are addressed in a timely and effective manner.</li> <li>• Professional Development Plans for direct reports are completed in a timely fashion.</li> <li>• Regular leadership development is undertaken.</li> <li>• Proactive measures are undertaken to adhere to and prevent injuries.</li> <li>• Work practices are safe and Work Health and Safety legislation, policies and procedures are implemented.</li> <li>• Individual differences are encouraged and accommodated in the workplace.</li> </ul>

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

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to lead and deliver complex projects, including planning, risk management, governance, and reporting.</li> <li>• Proven ability to provide authoritative advice and apply high-level judgement in information management, records management, or related disciplines.</li> <li>• Strong knowledge of information management, records governance, and relevant South Australian legislation, standards, and policies.</li> <li>• Ability to effectively lead, manage, motivate and support teams.</li> <li>• Demonstrated ability to develop a constructive workplace culture.</li> <li>• High level interpersonal skills and ability to establish and maintain productive working relationships with direct reports, colleagues and other relevant stakeholders.</li> <li>• Appropriate tertiary qualification in project management, information management, or a related discipline (or equivalent experience).</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Appropriate tertiary qualification in project management, information management, or a related discipline (or equivalent experience).</li> <li>• Formal project management certification.</li> <li>• Experience leading organisation-wide information management or records management reform initiatives.</li> <li>• Knowledge of Objective or similar electronic document and records management systems.</li> <li>• Experience working within South Australian Government or public sector legislative and policy environments.</li> <li>• Experience in change management and embedding new business practices across an organisation.</li> </ul>



**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 Project Manager, Information Management. 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](#)

	<b>Strategic Focus</b>	<b>Results Orientation</b>	<b>Service Delivery Excellence</b>	<b>Relationship Management</b>	<b>Professional Approach and Drive</b>
<b>Strategic</b>	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
<b>Tactical</b>	<b>Promotes Strategic Thinking and Change</b>	<b>Achieves Team Results</b>	<b>Delivers Business Excellence</b>	<b>Establish Relationships and Engages Others</b>	<b>Promotes Personal Drive and Professionalism</b>
<b>Operational</b>	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
<b>Foundational</b>	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

<b>Element</b>	<b>Behaviours</b>
<p><b>Promotes Strategic Thinking and Change</b></p> <p>Promotes departmental goals and engages others in forward planning and change</p>	<ul style="list-style-type: none"> <li>Actively promotes goals and strategic direction</li> <li><b>Ensures work goals are linked to the bigger picture</b></li> <li>Considers broader issues and political context when decision making</li> <li>Identifies trends, potential problems and opportunities and incorporates into plans</li> <li>Adopts and manages a balanced approach to risk aversion and risk taking</li> <li><b>Drives effective change</b></li> <li>Promotes creative and innovative thinking</li> </ul>
<p><b>Achieves Team Results</b></p> <p>Supports and provides clear direction to others to achieve results at the team level</p>	<ul style="list-style-type: none"> <li>Develops plans with clear outcomes and provides direction on how to achieve these</li> <li>Is accountable for the delivery of quality, timely and cost effective results</li> <li><b>Reviews performance and seeks opportunities to implement continuous improvement</b></li> <li>Adopts a critically evaluative approach to solving problems</li> <li>Identifies opportunities to negotiate for improved outcomes</li> <li>Confidently makes decisions showing good judgement</li> <li>Effectively prioritises and re-negotiates tasks as needed</li> </ul>



<p><b>Delivers Business Excellence</b></p> <p>Manages and guides the workforce to deliver outcomes</p>	<ul style="list-style-type: none"> <li>• <b>Manages and develops capability and expertise of the workgroup to achieve outcomes</b></li> <li>• Sets clear performance standards that are linked to business unit outcomes</li> <li>• Effectively manages their own, individual and team performance</li> <li>• Provides clear, honest and timely feedback, including addressing non-performance promptly and recognising high performance</li> <li>• Supports continuous learning and the development of others</li> <li>• <b>Demonstrates and ensures a strong focus on internal and external customer service</b></li> <li>• Promotes a culture of financial responsibility, accountability and awareness</li> <li>• Effectively manages and coordinates resources for optimal outcomes</li> </ul>
<p><b>Establish Relationships and Engages Others</b></p> <p>Establishes new networks and deals with complex working relationships</p>	<ul style="list-style-type: none"> <li>• Represents the agency and public sector effectively in public and government forums</li> <li>• <b>Develops effective working relationships and internal and external networks</b></li> <li>• Appropriately identifies and collaborates with relevant stakeholders</li> <li>• Considers others' perspectives, motives, agenda</li> <li>• Proactively shares information and knowledge as appropriate</li> <li>• Tailors approach and communication style to suit the situation and audience</li> <li>• Actively listens and communicates in a clear and concise manner</li> <li>• <b>Effectively identifies, manages and resolves conflict</b></li> </ul>
<p><b>Promotes Personal Drive and Professionalism</b></p> <p>Promotes and role models professionalism and builds a culture of respect, diversity and growth in the team</p>	<ul style="list-style-type: none"> <li>• Promotes a culture of respect and high ethical standards</li> <li>• Demonstrates and promotes professionalism and confidentiality</li> <li>• <b>Promotes diversity and uses this to enhance outcomes</b></li> <li>• Seeks opportunities to strengthen areas for development</li> <li>• Seeks feedback on performance and engages in self reflection</li> <li>• Displays flexibility and adaptability</li> <li>• Remains positive and recovers quickly from setbacks</li> <li>• <b>Promotes a high standard of wellbeing for self and others</b></li> </ul>

