

Position Description

People Support Development Officer

Why work with us

We're building a public education system which is genuinely recognised as world-class - where every preschool and school is great and where there is growth for every child and student.

We are one team, statewide. Everyone in public education works together, united behind our vision because what we're doing today will improve the futures of children in South Australia.

We're making a difference so South Australia thrives.

Our values

We are part of the South Australian public sector and share the values of:

							
SERVICE	PROFESSIONALISM	TRUST	RESPECT	COLLABORATION & ENGAGEMENT	HONESTY & INTEGRITY	COURAGE & TENACITY	SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

About this role

People Support unit is responsible for the provision of people and culture advice and services, across a range of digital communication channels, that support the resolution of individual customer queries.

The People Support Development Officer is responsible for the championing and support of the unit's operational management. The role undertakes key allocated activities at level alongside the oversight, training, and support of a team of People Support Officers and Employee Support Officers in a structured and transparent manner that ensures the continual development and quality assurance of allocated work.

The role will be an escalation point (portal, hotline (phone), email and face-to-face), for complex queries which are unable to be resolved by a People Support Officer or Employee Support Officer.

The role will identify and recommend group training needs and support the delivery of training to facilitate the cross-skilling of People Support Officers and Employee Support Officers across the unit's scope of works.



Position title	People Support Development Officer
Classification	ASO4
Division	People Support
Directorate	People and Culture
Location	31 Flinders Street, Adelaide
Reports to	Team Lead, People Support
Direct reports	Nil
Role description date	December 2022

What you will do (key outcomes)

1. Support the design, delivery and ongoing evaluation of appropriate induction, training and performance development sessions that enable new and existing People Support team members to understand, undertake and meet unit service level agreements and key performance indicators.
2. Undertake the end-to-end management, including investigation and resolution, of assigned complex and escalated leadership, teaching, ancillary and central enquiries in alignment with defined People Support unit scope, service level agreements and key performance indicators.
3. Lead and coordinate the continual improvement of allocated People Support activities and processes, in alignment with defined People Support unit scope, service level agreements and key performance indicators.
4. Support the day-to-day management of Employee Support Officers and People Support Officers including providing ongoing development, mentoring and coaching and delivering advice to support the first point of contact resolution of a range of leadership, teaching, ancillary and central enquiries in alignment with defined People Support unit scope, service level agreements and key performance indicators.
5. Act as change champion for People Support unit in the onboarding, use and ongoing evaluation of digital communication channels that support the uptake of existing and introduced online / cloud technologies in a manner that maintains both existing data and establishes new data relating to work volume and management to inform key trends and improvement opportunities.
6. Support the delivery of expert advice, influence and coaching to People Support team members so they can build client capability in undertaking P&C functions themselves online.
7. Undertake continual quality assurance across People Support communication channels (written and spoken), including ad-hoc and scheduled sampling of written cases and call monitoring of People Support team members to analyze live responses and improve first point resolution, officer performance and identify training requirements.
8. Develop and maintain People Support unit procedural and process documentation including existing and transitioning activities to ensure current, accurate and accessible knowledge bank in alignment with P&C and broader department standards and direction.
9. Undertake duties as required by the Team Lead or Manager People Support.
10. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

The capabilities you will bring (key competencies)

- **Investigation:** Ability to manage complex cases through investigation and knowledge of policies and systems
- **Coaching:** Skills in the provision of support, coaching and training to improve the overall service delivery and customer experience
- **Analytics:** Ability to undertake analysis of data in order to advise on and support improvements in practices and processes
- **Communication:** Be an effective communicator in order to resolve escalated queries, build internal knowledge, and support a quality client experience
- **Task management:** Able to manage complex and competing priorities and develop effective resolutions both individually and through working with others, in a timely manner

Who you will work with (key relationships)	Qualifications
<p>List key working relationships and stakeholders here</p> <ul style="list-style-type: none"> • Manager, People Support • Team Lead, People Support • All People Support team members • Shared Services SA and Super SA • P&C and broader Department employees • External applicants 	<p>Essential: Nil</p> <p>Desirable: Nil</p>

Corporate responsibilities	Special conditions
<p>Keep accurate and complete records</p> <p>Act appropriately in line with the Public Sector Code of Ethics at all times</p> <p>Support diversity and promote an inclusive workplace for everyone</p> <p>Maintain a commitment to Work Health and Safety legislative requirements</p>	<p>You may be asked to work out of hours</p> <p>You may need to travel within or outside South Australia</p> <p>You need to achieve mutually agreed performance goals</p> <p>You must have a current Working with Children Check</p> <p>You must do Responding to Risks of Harm, Abuse and Neglect – Education and Care training</p> <p>You must be an Australian resident or provide evidence you have a current work permit</p>

Assessed by Leona Graham Lead Consultant	2022 <i>Lgraham</i>	Approved by: Lisa Dwiar	<i>Lisa Dwiar</i>
Date: December 2022		Date: December 2022	