

Job and Person Specification

Title of Role:	Office Manager	Remuneration Level:	ASO7
Agency:	Office of the Director of Public Prosecutions	Type of Appointment:	
Division:	Legal and Legislative Services	Position Number:	P64191

Approval

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 Chief Executive/Delegate Date

Primary Purpose

The ODPP Office Manager is a highly skilled and experienced manager responsible for the effective and efficient operational management of key administrative functions. The role develops and maintains highly effective systems and processes consistent with ODPP project and legal requirements.

The role provides leadership and oversight of the administration and corporate managers to ensure the efficient and effective resourcing and delivery of administrative support for all aspects of the prosecution process. With direction provided by the Senior Manager, Business Services, the role is responsible for generating, initiating and progressing important operational and administrative matters.

Reporting Relationships

- The Office Manager reports to the Senior Manager, Business Services
- Accountable for administrative managers, all of whom have their own team of direct reports with distinct functions.

Key Relationships/Interactions

- All staff across the ODPP
- Provide clear and effective direction to the Senior Administration Managers and Administration Managers.
- The Office Manager is required to establish effective and respectful working relationships with employees across the Attorney-General's Department that deliver high value for the ODPP; in particular AGD Human Resources, Facilities; Procurement and within Shared Services Payroll.

Key Challenges

- Effectively managing staff performance, including coaching and developing individual capabilities and skill development, addressing poor performance in a timely manner and fostering a culture of client service excellence.
- Ensuring a strong focus and culture across the administrative teams that promotes wellbeing and early intervention.
- Dealing with highly sensitive financial, personal and commercial information and the need to adhere to strict confidentiality requirements.
- Analysing large volumes of data and the ability to explain complex financial situations in a simple way to enable understanding by non-financial stakeholders.
- Managing direct reports to ensure that ODPP business systems and relevant administrative processes are undertaken and completed.
- Supporting the implementation of programs and initiatives that have a positive impact on organisational wellbeing and/or generate greater efficiency and effectiveness in business processes.
- Ensuring legal and administrative employment pools and programs are regularly refreshed to ensure the ODPP has availability of high-quality potential recruits when required.
- Contributing to the positive culture of the ODPP consistent with the ODPP "Our Values" document.
- Remaining resilient in responding to high demand and competing priorities.

Special Employment Conditions (if relevant)

- Some out of hours work may be required during times of demand.
- Interstate and Intrastate travel may be required
- Staff may be assigned to duties at this level within any area of the ODPP.

AGD Conditions

- Adopt and embed AGD People and Leadership Expectations into all people management and HR processes
- Participation in bi-annual performance review and development;
- Actively participate in all mandatory training requirements;
- Abide by relevant legislation, the Code of Ethics for the South Australian Public Sector (the Code) and applicable AGD and ODPP policies and procedures; and
- Employment is dependent upon a National Police Certificate and SA Police Background clearance that the Director finds satisfactory.

Diversity

The ODPP 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 voices 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
- Compressed weeks
- Work from home

Responsibilities

This Job and Person Specification provides an indication of the type of duties the Office Manager 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 Office Manager is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<p>Service Delivery</p>	<ul style="list-style-type: none"> • Lead managers in the delivery of effective and detailed administrative functions to agreed outcomes. • Continuously review and improve operating standards and procedures to enhance efficiency and service quality. • Establish and clearly communicate all requirements and expectations. • Monitor and review work outcomes and report against KPIs in collaboration with administrative managers, ensuring alignment to ODPP strategic goals. • Use performance data and reporting to identify opportunities for improvement and implement changes to optimise service delivery. • Prepare and present reports summarising performance and achievements. • Identify system and administrative risks and establish and implement relevant mitigation strategies, policies and procedures. 	<ul style="list-style-type: none"> • Service standards, benchmarks and expectations are defined, agreed and delivered • Projects and programs are delivered on time and within budget to a high-quality standard. • Efficient administrative and information systems are implemented to support the functional and operational needs of the Office. • High quality service is delivered to both internal and external stakeholders
<p>Team Leadership</p>	<ul style="list-style-type: none"> • Lead and manage staff to support them in performing their duties. • Conduct performance and development discussions and coaching with direct reports, focusing on building staff capability. • Identify training and development opportunities to maintain a high standard of service. • Identify and manage unsatisfactory performance or behaviour in direct reports through timely, effective action. • Monitor and review workloads, staffing, and resourcing to maintain efficiency and productivity across the Office. • Model leadership consistent with AGD's expectations of building trust, self-awareness, and teamwork. • Build the capability of other leaders to demonstrate constructive leadership behaviours. 	<ul style="list-style-type: none"> • Staff performance is managed effectively and in a timely manner • Weekly 1:1 catchups with direct reports • Work details and output are controlled and standards maintained through appropriate delegation • Direct reports are managed effectively and respectfully in accordance with AGD People and Leadership standards and requirements • Staff development is prioritised and personal planning is undertaken • Documented performance development plans (PDPs) and discussions are in place and up to date for all employees within the team. • All leave actively monitored and managed in accordance with public sector and AGD requirements • Models high behavioural standards • Behavioural expectations for leaders are clearly articulated and feedback mechanisms are in place • Strategies are developed to address workforce challenges and organisational priorities.

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<p>ODPP Interface to AGD Corporate Services functions</p>	<ul style="list-style-type: none"> • Support procurement including awareness and implementation of ODPP procurement responsibilities, preparation of appropriate procurement documentation • Risk management including preparation of the annual ODPP risk management plan and generating an awareness of risk management processes within the ODPP Business Services including the maintenance and annual review and update of the ODPP Business Continuity Plan and the ODPP Business Plan. • Understanding of recruitment and employment requirements, including public sector position management processes and requirements 	<ul style="list-style-type: none"> • Appropriate ODPP protocols and procedures established and kept relevant, up-to-date and in line with wider AGD policy, and Acts. • ODPP is compliant with AGD corporate services reporting requirements and provides responses within timeframes requested. • ODPP position management monitored, managed and up to date
<p>Support Systems, Continuous Improvement and Organisation Reporting</p>	<ul style="list-style-type: none"> • Proactively manage the IT infrastructure (hardware and software) for ODPP remote locations (Port Augusta and Mt Gambier courts) to ensure seamless, ready access for staff working on circuit. • Undertake and support the continuous improvements of systems by identifying issues, gaps and improvement opportunities within business systems, reporting and processes, and recommend solutions aligned to organisational strategies. • Provide project leadership as required and assist the Senior Manager, BSS to manage and deliver project outcomes. 	<ul style="list-style-type: none"> • Proactively identifies areas for system and process improvements. • Process improvement is completed in a timely manner. • Processes are streamlined and documented. • Circuit locations have up to date IT infrastructure that facilitate the work of circuit staff. • Benchmarking activities are conducted both internally and externally where relevant. • Continuous improvement projects are managed and undertaken with recommendations for future initiatives
<p>Drive Culture</p>	<ul style="list-style-type: none"> • Model leadership behaviours consistent with AGD's expectations of self-awareness, trust, and team building. • Seek feedback and engage in regular self-reflection. • Build effective relationships with employees, providing role clarity, guidance, and conflict resolution where needed. • Build staff capability through learning opportunities and regular performance feedback. • Manage day-to-day leadership tasks such as leave requests, timesheet entries, and recruitment processes. • Pursue personal professional development in leadership. • Promote staff health and wellbeing by ensuring safe work practices for self and others. • Embrace and encourage diversity and cultural difference in the workplace. 	<ul style="list-style-type: none"> • Feedback on performance from direct reports, peers and leaders is positive. • Regular one on one meetings with direct reports are conducted. • Performance issues, both technical and behavioural, are addressed in a timely and effective manner. • Professional Development Plans for direct reports are completed in a timely fashion. • Regular leadership development is undertaken. • Proactive measures are undertaken to adhere to and prevent injuries. • Work practices are safe and Work Health and Safety legislation, policies and procedures are implemented. • Individual differences are encouraged and accommodated in the workplace

Qualifications, Skills, Knowledge and Experience relevant to the role

<p>Technical Expertise (Essential)</p>	<ul style="list-style-type: none"> • Demonstrated high level experience in the delivery of significant corporate service functions to senior management including dealing with issues of some complexity. • Experience working in the public sector, including budgetary and employment principles. • Demonstrated leadership skills, providing a sense of direction, influencing and motivating others to positively and creatively work towards and achieve common goals. • Experience in identifying and developing and analysing business issues to determine feasible options for improved service delivery of organisational processes • Demonstrated ability to coach others and maximise performance to the required standards. • Proven ability to develop and manage complex budgets, monitor expenditure and prepare financial reports. • Experience in leading a large team to develop and implement desired business outcomes and achieve targeted results. • High standard of verbal and written communication skills appropriate to a variety of audiences • Experience using AGD systems including HR21, Chris21, Business Objects, Basware and Timewise. • Proven ability to cope with high volumes of work, to perform effectively under pressure, to set and determine priorities and meet deadlines within broad guidelines.
<p>Technical Expertise (Desirable)</p>	<ul style="list-style-type: none"> • Completed or studying towards a tertiary qualification in business, finance or similar • Proven experience, and/ or tertiary studies, in financial management, budgeting and reporting processes • Experience within a legal office, preferably within the public sector. • Knowledge of the classification structure and remuneration levels for Government legal professionals.

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 as the Office Manager. 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.

Element	Behaviours
<p>Promotes Strategic Thinking and Change</p>	<ul style="list-style-type: none"> • Actively promotes goals and strategic direction • Ensures work goals are linked to the bigger picture • Considers broader issues and political context when decision making • Identifies trends, potential problems and opportunities and incorporates into plans • Adopts and manages a balanced approach to risk aversion and risk taking • Drives effective change • Promotes creative and innovative thinking
<p>Achieves and Monitors Own Results</p>	<ul style="list-style-type: none"> • Sets and communicates clear expectations around quality of work and timeframes • Monitors progress towards achieving outcomes • Takes responsibility for the delivery of quality and timely results • Measures performance and acts on opportunities for continuous improvement • Critically evaluates issues and ensures solutions are practical and achievable • Negotiates as necessary to achieve outcomes • Prioritises workload effectively and negotiates deadlines where appropriate
<p>Supports Service Delivery Excellence</p>	<ul style="list-style-type: none"> • Uses capability and expertise of the workgroup to achieve outcomes • Translates performance requirements into achievable outcomes. • Effectively manages their own performance, managing (or influencing) the wider team performance • Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance • Identifies and delivers high quality internal and external customer service • Considers financial responsibility, accountability and awareness • Utilises available internal and external resources for optimal outcomes.

Element	Behaviours
Establishes Relationships and Engages Others	<ul style="list-style-type: none"> • Represents the agency and public sector effectively in public and government forums • Develops effective working relationships and internal and external networks • Appropriately identifies and collaborates with relevant stakeholders • Considers others' perspectives, motives, agenda • Proactively shares information and knowledge as appropriate • Tailors approach and communication style to suit the situation and audience • Actively listens and communicates in a clear and concise manner • Effectively identifies, manages and resolves conflict
Supports Personal Drive and Professionalism	<ul style="list-style-type: none"> • Demonstrates respect for others and high ethical standards • Maintains professionalism and confidentiality • Supports diversity and uses this to enhance outcomes • Looks for opportunities to engage in development activities • Seeks feedback and reviews own performance • Displays flexibility and adaptability • Remains positive and recovers quickly from setbacks • Ensures a focus on wellbeing for self and others and raises concerns where necessary