



ASO6 Unit Manager Expiation Notice 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 SAPOL Expiation Notice Branch (ENB) and its systems are responsible for the issuing and life-cycle management of traffic-camera based expiation notices as well as processing handwritten, and electronic notices issued by SAPOL and other SA Government agencies.

ENB systems are a key enabler in the National Road Safety Strategy by managing the enforcement of non-compliance to road safety-related rules and legislation. The strategy is based on the Safe System approach to improving road safety and involves a holistic view of the road transport system and the interactions among roads and roadsides, travel speeds, vehicles, and road users. Expiation notices are governed by the provisions of both the *Expiation of Offences Act 1996 (SA)* and the *Fines Enforcement and Debt Recovery Act 2017 (SA)*.

The Unit Manager is accountable to the Product Manager – Processing, Expiation Branch (ENB) for the management of functions associated with the adjudication of safety camera images, analysis and evaluation of statutory declarations, legislated reviews of expiation

Service

Integrity

Leadership

Collaboration

Courage

Respect



notices and frontline customer service. The Unit Manager is also responsible for the management of large teams using contemporary human resource practices.

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	Police Headquarters, 100 Angas Street, Adelaide
Qualifications	N/A.
Out of Hours Work	Some out of hours work may 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 Unit Manager reports to the Product Manager - Processing and has managerial oversight and responsibility of the teams within their allocated Unit.

KEY OUTCOMES

- Ensure the efficient and effective management of the functions within a Unit of the Processing Section under broad direction.
- Ensure the accuracy and timeliness of the processing and review functions in line with service delivery standards.
- Promote a positive customer service experience amongst the staff at ENB and assist in building a positive culture.
- Develop, implement, and evaluate significant work programs for process improvements to enhance service delivery.
- Accountable for monitoring and controlling Unit activities against appropriate budgets and lowering the cost of service.
- Ensure the effectiveness of services by providing direction, guidance, support, and supervision to staff, developing team aims and objectives, including training and development to enhance service delivery and operational effectiveness.
- Coordinate a performance management and development process for all employees within the Unit.
- Provide expert advice and contribute to the development of policies responsible for aspects of State, regional and/or local programs.
- Responsible for project research, evaluation, drafting of reports and undertake duties of a sensitive, innovative, critical, or complex nature.
- Manage workforce planning including leave requests and recruitment.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Proven ability to improve the customer service experience and ensure customers receive a responsive timely service in accordance with established Service Standards.
- Proven experience in leadership and management of human and financial resources.
- Demonstrated experience in leading, planning and coordinating the day-to-day activities of a multidisciplinary team to ensure the efficient and effective delivery of designated corporate and business services.
- Proven ability to develop process improvements and contribute towards lowering the cost of service.
- Proven ability to read, interpret and understand legislation.
- Demonstrated experience in use of complex information-based computer systems.

Desirable Characteristics

- Demonstrated experience in expiation notice systems and associated notice lifecycle processes.
- Relevant tertiary qualification(s), in Business Management, Public Administration or similar discipline.

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.