



ASO5 Workforce Operations Team Leader HR Operations and Partnering People, Culture and Wellbeing Service

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

SAPOL's People, Culture and Wellbeing Service provides a holistic approach to the future development of our people and the organisation. Through strategic leadership and direction, People, Culture and Wellbeing will ensure our employees are skilled and supported to deliver a more efficient and effective service to the community. This will be achieved by increasing support to the frontline, ensuring the right people are in the right roles, developing talent pools and pipelines, delivering programs and strategies to foster highly effective leaders as well as providing collaborative business partnerships. Recognising that the capability of our workforce is dependent on the physical and mental health of all its members, People Culture and Wellbeing will deliver programs which provide an all-inclusive approach and promote every aspect of health and wellbeing.

HR Operations leads the governance and coordination of sworn workforce movements and selection systems, while enabling organisational capability through high-level management of flexible work arrangements and employee transition frameworks.

The Workforce Operations Team Leader is responsible for leading and coordinating the delivery of workforce support services across assigned portfolios, including Sworn

Service

Integrity

Leadership

Collaboration

Courage

Respect



Selections, Sworn Movements, Transfers, Policy and Flexible Work Arrangements. The role oversees day-to-day operations, manages team workflows and performance, and ensures services are delivered accurately, consistently and in accordance with organisational procedures and requirements. The position provides practical guidance and advice to staff and supports the effective administration of workforce processes.

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	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 Workforce Operations Team Leader reports to the HR Operations Lead and works in collaboration with other HR Operations and Partnering staff to provide workforce support services. The role is responsible for the supervision of staff within portfolios and will work closely with senior leaders, line managers, supervisors and employees across SAPOL.

KEY OUTCOMES

- Lead and coordinate a team delivering high-quality workforce support services across an assigned portfolio, ensuring work is completed accurately, efficiently and in accordance with legislative, policy and procedural requirements.
- Coordinate day-to-day operational activities, including workload allocation, workflow management and priority setting, to achieve service delivery requirements and maintain business continuity.
- Provide leadership, guidance and support to team members on systems, processes and administrative practices, promoting consistency, capability development and quality outcomes.
- Monitor workforce transactions, records and system processes (including CHRIS21) to ensure data integrity, compliance, and accurate processing outcomes.
- Manage and resolve operational issues and escalations through the application of legislation, policy, procedure and sound judgement, escalating complex matters where appropriate.
- Build and maintain effective relationships with internal and external stakeholders to coordinate workforce services, resolve enquiries and support organisational outcomes.
- Prepare and coordinate workforce documentation, correspondence, reports, submissions, briefing materials and other administrative records to support operational and organisational requirements.
- Undertake research, analysis and project work, contributing to the development, implementation and continuous improvement of workforce processes, procedures and service delivery practices.

- Support the development, delivery and facilitation of training, knowledge-sharing and capability-building activities to support the effective use of systems, processes and practices.
- Support workforce planning, recruitment administration, vacancy management, reporting, audit and quality assurance activities, and provide advice to managers on workforce processes to ensure compliance and effective workforce management.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Demonstrated experience in leading or coordinating a team in an administrative or operational environment, including allocating work, providing guidance and support to staff on processes, systems and procedures, monitoring performance and ensuring accurate delivery of service standards in a high-volume environment.
- Demonstrated ability to review and monitor processing activities and data within information systems (e.g. HR/payroll or similar), ensuring accuracy, completeness and compliance.
- Ability to interpret and apply legislation, policies, procedures and guidelines to resolve operational issues and support consistent decision-making.
- Well-developed problem-solving skills, including the ability to manage escalated issues, identify solutions and seek advice or refer complex matters appropriately.
- Demonstrated high-level of interpersonal, communication and negotiation skills including the ability to compile concise written advice and provide recommendations on sensitive issues.
- Demonstrated ability to build and maintain effective working relationships and communicate clearly with a range of stakeholders to support service delivery.
- Experience undertaking research, investigations or project work, including the ability to analyse information and contribute to process improvements.
- Experience supporting the review and implementation of procedures and administrative practices to improve efficiency and consistency.
- Experience contributing to audit, reporting or quality assurance activities, including maintaining accurate records and ensuring compliance with organisational requirements.
- Ability to work independently under limited direction including identifying performance outcomes and setting priorities to achieve objectives and meet deadlines often in a context of competing priorities and expectations.

Desirable Characteristics

- Hold a Diploma or tertiary qualification in Human Resource Management or related discipline.
- Demonstrated general knowledge of public sector employment legislation, awards or policies and their application to administrative processes.

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 – Principles and Guidelines.