Job and Person Specification

Title of Role:	Project Manager (Portable Bonds)	**Classification:**	ASO8
Business Unit:	Consumer and Business Services	**Position Number:**	P70312
Branch:	Bonds		

Primary Purpose

The Project Manager, Portable Bonds is responsible for leading the design, implementation and delivery of the Portable Rental Bonds Scheme within Consumer and Business Services. Operating with a high degree of autonomy, the role will manage complex project activities, systems integration and service design to ensure the successful establishment of a contemporary, customer-focused bonds framework aligned with legislative and government reform priorities.

The role provides strategic leadership and oversight of a small team and works collaboratively across government and with key stakeholders to develop, implement and continuously improve the scheme. The Project Manager will ensure that systems, processes and policies support effective service delivery, mitigate risk and deliver improved outcomes for renters, while supporting broader regulatory and operational objectives of CBS.

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 AGD and government priorities by leading the delivery of the Portable Rental Bonds Scheme and establishing effective systems and processes to support improved customer outcomes.

The Project Manager operates within a complex and changing service delivery and project-based environment and is required to exercise a very high-level of judgement and decision making under broad direction.

Reporting Relationships

- Reports to Assistant Commissioner, Business Services and Transformation
- Leads Portable Bonds team

Key Relationships/Interactions

- Project team members within the Portable Bonds project
- Staff and management within Consumer and Business Services (CBS)
- Business Transformation division staff and management
- Other staff of the Attorney-General's Department
- External stakeholders, including government agencies, regulatory bodies and third-party service providers (e.g. SA Housing Authority, SACAT, Land Titles Office, financial institutions, landlord associations, RentRight SA and system vendors such as MTX)

Key Challenges.

- Delivering a complex, high-profile program within tight timeframes and competing priorities, including system enhancements and service implementation.
- Balancing competing stakeholder expectations across business, ICT, governance, operational and executive groups.
- Ensuring alignment between business requirements, system functionality (including Salesforce enhancements) and service delivery outcomes.
- Managing stakeholder engagement, including influencing outcomes, resolving issues and driving agreement across diverse stakeholder groups.
- Overseeing vendor delivery and ensuring system changes are delivered in line with requirements, timelines and quality expectations.
- Ensuring compliance with legislative, policy, privacy, security, and regulatory obligations.
- Identifying and managing program risks, dependencies, resource constraints and integration challenges across system, process and operational components.

Special Employment Conditions

- Some out of hours work may be required
- Residential tenancies act

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 Project Manager (Portable Bonds) is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Leadership	• Lead through influence by fostering trust, respect, and a positive and collaborative culture, with a focus on proactive staff wellbeing. • 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. • Work effectively with the management team across CBS to improve services and create a culture of continuous improvement. • Demonstrate best practice in customer service and model the CBS values and AGD leadership expectations.	• Team members have clarity of roles and are supported to effectively prioritise work. • Performance management and development activities are undertaken in accordance with AGD policies. • Effective working relationships are developed and maintained across CBS.
Business Process Improvement	• Work with management to identify ways to improve business processes to allow for an efficient working environment. • Provide advice and recommendations to support continuous improvement, including contributing to the development of policies and standard operating procedures, documenting business processes, and identifying opportunities to streamline and enhance operational efficiency.	• Identify areas for system/process improvement that complies with legislation and considers branch technology limitations. • A customer-centric approach is applied to business improvements. • Ensure timely completion of process improvements through the review, streamlining, and documentation of business processes, and the ongoing updating of policies and procedures to reflect legislative and system changes. • Advice on business process improvement complies with legislation and considers branch technology limitations.
Project Delivery	• Lead the planning, delivery and evaluation of a complex program of work to achieve program outcomes • Establish project plans, priorities, timelines and delivery frameworks aligned with organisational objectives • Monitor project progress, risks and issues, and implement mitigation strategies • Ensure effective governance, reporting and assurance mechanisms are in place • Oversee project resources including financial, human and technical inputs	• Program outcomes are delivered within agreed scope, timeframe and quality • Risks, issues and dependencies are identified and effectively managed • Governance and reporting support

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	• Oversee vendor delivery and ensure alignment with contractual obligations and project outcomes • Integrate system, process and service delivery outputs into a cohesive end to end service model • Monitor program expenditure and ensure delivery aligns with approved budget and resource constraints	oversight and decision making • Delivery aligns with organisational priorities • Vendor deliverables are achieved in accordance with agreed expectations
Develop and maintain positive stakeholder relationships	• 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. • Communicate and negotiate effectively, both verbally and in writing, across all levels of the agency and with external agencies and stakeholders. • Establish and maintain open and effective working relationships with management including timely reporting on projects, emerging issues and risks. • Influence stakeholder outcomes to support program priorities and organisational objectives • Ensure stakeholder requirements are translated into system, operational and service delivery outcomes	• Positive relationships are formed and maintained. • Stakeholder requirements are reflected in program and system outcomes • Advice and reporting are accurate, timely and support decision making • Stakeholder issues are effectively resolved • Effective stakeholder engagement supports the timely delivery of services within agreed parameters
Drive Culture	• Role model constructive behaviours in line with AGD's leadership expectations of self-awareness, building trust, and building teams. • Actively seek feedback and engage in critical self-reflection. • Establish and maintain effective relationships with employees including being approachable, providing role clarity, guidance on work-related matters and managing conflict where necessary. • Proactively build the capability of employees by supporting learning opportunities and providing regular feedback on performance. • Proactively manage operational leadership requirements such as leave requests, timewise entries and conduct recruitment processes where necessary. • Identify and undertake personal professional development in the area of leadership. • Proactively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace. • Embrace and encourage diversity and cultural differences in the workplace.	• 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

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
		accommodated in the workplace.

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

Essential	• Ability to effectively lead, manage, motivate and support teams • High level interpersonal skills and ability to establish and maintain productive working relationships with direct reports, colleagues and other relevant stakeholders. • Demonstrated ability to lead and deliver complex projects, including planning, risk management, governance, and reporting. • Appropriate tertiary qualification in project management, information management, or a related discipline (or equivalent experience). • Demonstrated experience leading complex projects or programs with organisational impact • Proven ability to operate under broad direction, exercising high levels of judgement and decision-making • Strong stakeholder engagement skills, including the ability to influence, negotiate and manage complex relationships • Experience in planning, delivering and evaluating project or program outcomes • Experience managing vendors and external service providers
Desirable	• Knowledge of bonds processes or housing / rental sector regulatory environments • Experience working within a government or public sector environment • Experience delivering projects involving system enhancements (e.g. Salesforce) and vendor engagement • Experience working with policy or legislative reform projects

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 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.

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

Element	Behaviours
Promotes Strategic Thinking and Change	• 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
Achieves Organisational Results	• Brings together concepts and ideas into clear strategies and translates them into concrete implementation plans • Creates a shared sense of purpose towards achieving goals • Holds self and others accountable for quality, timely and cost-effective results • Makes well informed effective and timely decisions even when information is incomplete and ambiguous • Makes complex decisions that require a high degree of judgement • Monitors performance and drives continuous improvement
Delivers Business Excellence	• Manages and develops capability and expertise of the workgroup to achieve outcomes • Sets clear performance standards that are linked to business unit outcomes • Effectively manages their own, individual and team performance • Provides clear, honest and timely feedback, including addressing non-performance promptly and recognising high performance • Supports continuous learning and the development of others • Demonstrates and ensures a strong focus on internal and external customer service • Promotes a culture of financial responsibility, accountability and awareness • Effectively manages and coordinates resources for optimal outcomes
Establish Relationships and Engages Others	• 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
Promotes Personal Drive and Professionalism	• Promotes a culture of respect and high ethical standards • Demonstrates and promotes professionalism and confidentiality • Promotes diversity and uses this to enhance outcomes • Seeks opportunities to strengthen areas for development • Seeks feedback on performance and engages in self reflection • Displays flexibility and adaptability • Remains positive and recovers quickly from setbacks • Promotes a high standard of wellbeing for self and others