ASO7 Program Manager
Traffic Services 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, as well as regulating road use and preventing vehicle collisions. 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 Program Manager within SAPOL's Traffic Services Branch is responsible for the strategic leadership, governance and delivery of complex programs that support organisational priorities and business outcomes. The role provides oversight of a portfolio of interrelated projects and initiatives, ensuring effective management of resources, risks, dependencies and benefits realisation.

Program Delivery is accountable for the successful delivery of business outcomes from a large portfolio of projects. It contains both project delivery accountability as well as portfolio governance responsibilities to manage quality, risk and budget to optimise outcomes from the portfolio as a whole. SAPOL is undertaking a large complex portfolio of work across a range of areas including core infrastructure, business systems and digital transformation initiatives.

Program Manager leads the delivery and evaluation of complex programs that achieve strategic and transformational outcomes for SAPOL. The role establishes governance and assurance frameworks, manages program risks, dependencies and resources, and ensures outcomes are delivered in accordance with legislative, policy and governance requirements. The Program Manager provides strategic advice to senior leadership, leads multidisciplinary teams, and builds effective partnerships with internal and external stakeholders to support organisational change, capability development and the achievement of business outcomes.

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	Holden Hill
Qualifications	Tertiary qualifications in project management, business or relevant discipline - desirable
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

Reports to the Officer in Charge of Traffic Services Branch.

The position will build and maintain strong working relationships with internal and external stakeholders across several agencies. The incumbent will contribute to the identification and delivery of project requirements, objectives and deliverables.

KEY OUTCOMES

- Lead the successful delivery of complex programs and initiatives that support SAPOL's strategic and operational objectives.
- Establish and maintain effective governance, assurance and reporting frameworks to ensure program outcomes are achieved within agreed timeframes, budgets and quality standards.
- Analyse and interpret traffic enforcement data and operational metrics to inform project direction, performance evaluation, and continuous improvement strategies.
- Manage program risks, issues, dependencies and resources to support informed decision-making and optimise business outcomes.
- Provide strategic advice, analysis and reporting to senior leadership, sponsors and governance bodies to support organisational priorities and program performance.
- Develop and maintain productive relationships with internal and external stakeholders, including business areas, vendors and partner agencies, to facilitate collaboration and successful program delivery.
- Lead organisational change and the implementation of new technologies, systems and business improvements to enhance operational capability and service delivery.
- Foster a culture of continuous improvement, accountability and capability development through effective leadership, knowledge sharing and workforce development.
- Ensure all program activities are delivered in accordance with legislative, policy, contractual and governance requirements.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Demonstrated experience leading and delivering complex programs, projects and organisational change initiatives, achieving strategic outcomes and fostering effective relationships with diverse stakeholders.
- Proven ability to establish and manage governance, assurance and performance frameworks, including oversight of risks, issues, dependencies, budgets, resources and reporting within complex environments.
- Demonstrated experience leading multidisciplinary teams and managing program delivery, including planning, prioritisation, change management and the successful implementation of business and technology solutions.
- Highly developed communication, negotiation and stakeholder engagement skills, with the ability to influence decision-making, build productive partnerships and provide strategic advice to senior executives and governance bodies.
- Proven ability to exercise a high degree of initiative, judgement and autonomy, managing competing priorities, resources and outcomes within a complex organisational environment.
- Strong analytical and problem-solving skills, with the ability to interpret complex information, evaluate options and develop practical, evidence-based solutions.
- Comprehensive knowledge of contemporary program and project management methodologies, governance frameworks and organisational change principles, and their application within a large and complex organisation.
- Demonstrated proficiency in the use of project, portfolio and business management tools and systems to support planning, monitoring, reporting and informed decision-making.

Desirable Characteristics

- Knowledge of legislation, policies, processes, practices and systems that impact upon the delivery of projects in the South Australian Government.
- Previous experience in complex projects within a policing environment.
- Tertiary qualification in Project or Program Management or related field.

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 SAPOLs commitment to treating everyone equally, regardless of their age, ability, gender diversity, sexuality, relationship and reproductive status, race, religion and culture.
- 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.