Job and Person Specification

Title of Role: Manager, Systems and Facilities

Classification: ASO8

Business Unit: Consumer and Business Services

Division: Consumer and Business Services

Branch: Strategy and Transformation

Team: Systems and Facilities

Primary Purpose

The Manager, Systems and Facilities is accountable for CBS-wide programs of critical importance to the agency, including business systems and digital enablement, local ICT support and facilities, accommodation, assets, fleet and security. Operating under broad direction, the role determines the goals, priorities, governance, service standards and performance outcomes for these programs and directs their delivery and evaluation. The role determines CBS requirements and negotiates with AGD technology, property and other service partners to secure outcomes that sustain current operations and enable future regulatory, statutory and customer service delivery.

The role exercises original thinking, significant independent judgement and delegated authority in setting priorities, committing resources within approved delegations, determining risk treatments and resolving competing agency requirements. It provides senior, authoritative advice to executives and senior leaders on technology investment, business systems, facilities and accommodation requirements, information security dependencies, business continuity and service resilience, shaping strategic decisions and ensuring CBS priorities are understood and appropriately reflected in departmental planning and service delivery. The role formulates CBS policy, strategy and governance arrangements for its programs, evaluates their performance and organisational design, and is accountable for their capability, sustainability and contribution to CBS objectives.

Job Environment

The Attorney-General's Department (AGD) provides a range of legal, regulatory, and other services for the government and people of South Australia. Employing around 1900 staff, AGD promotes justice by protecting people's rights, holding people to account according to the law, improving safety, and contributing to an efficient and fair justice system.

CBS is a division of AGD and is responsible for protecting consumers, supporting, and regulating businesses and recording significant life events for South Australians. CBS is customer focused and flexible in its activities, providing accessible information and services.

All roles at CBS contribute to its vision of being a progressive, proactive and trusted regulator and custodian of key life events, and to its purpose of fostering a safe, fair, and trusted marketplace and helping South Australians navigate key life events with confidence.

The Manager, Systems and Facilities provides CBS-wide leadership and accountability for business systems, local ICT support, facilities, and related service arrangements, ensuring these enabling functions are reliable, secure, fit for purpose and responsive to CBS' regulatory, licensing, registration, and customer service functions. The role operates within an enterprise service environment, partnering with AGD and whole-of-government providers for core ICT infrastructure, networks, cyber security, and other enterprise services. Operating under broad direction, the role applies significant judgement to balance operational priorities, service risks, system and facilities requirements and dependencies outside CBS' direct control.

The role supports the CBS Strategic Plan by enabling reliable business systems, accessible technology support and safe, functional facilities that allow staff to deliver contemporary, secure, and customer-focused services. Through effective partnership with AGD and CBS stakeholders, the role contributes to enhanced ways of working, stronger governance, and practical digital and workplace solutions. Decisions and advice

can have significant impacts on service continuity, staff capability, information and data security, customer-facing operations, and CBS' ability to deliver its statutory and service functions.

Reporting Relationships

- Reports to the Associate Director, Strategy and Transformation
- Leads the Systems and Facilities function comprising business systems administrators and analysts, ICT operational support and systems/facilities officers.

Key Relationships/Interactions

- Works closely with management and staff across the Strategy and Transformation branch.
- Liaises with CBS management and staff at all levels.
- Liaises with management and staff across AGD technology, property, cyber security, and other corporate service functions.
- Partners with AGD to align CBS requirements with whole-of-department technology, facilities, security, and service delivery arrangements.
- Maintains effective working relationships with internal and external service providers and vendors.

Key Challenges

- Determining CBS-wide goals, investment priorities and resource allocation across major systems, ICT support and facilities programs in a diverse regulatory and service delivery environment.
- Maintaining critical services while directing CBS responses to significant technology incidents, cyber security incidents and data breaches, including determining business priorities, risk treatments, recovery requirements and escalation across CBS, AGD service partners, and external providers.
- Exercising significant independent judgement and delegated authority where system availability, information security, service continuity, facilities investment and competing business needs have material CBS-wide consequences.
- Determining and negotiating the CBS position with AGD service partners and vendors where key infrastructure and enterprise services are outside CBS' direct control and outcomes materially affect agency operations.

Special Employment Conditions

- Some intrastate and interstate travel may be required.
- Some out of hours work may be required.

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 and to reconciliation and strongly values 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

- 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 Manager, Systems and Facilities is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Operational Leadership and Performance	• Set the strategic and operational objectives, priorities, service standards and accountabilities for the Systems and Facilities function aligned with CBS and AGD objectives. • Lead, coach and develop employees across business systems, ICT operational support and facilities functions, building capability, accountability, sound judgement and responsive service delivery. • Determine and adjust program priorities, resource allocation and performance outcomes across business systems, ICT support and facilities, balancing service demand, organisational priorities, material risk, dependencies and available capacity. • Exercise significant delegated authority for program, risk and service delivery decisions, and determine when matters require executive or departmental decision. • Evaluate program performance, service quality, resource utilisation, risks and emerging requirements against stated objectives and direct corrective action, reprioritisation or escalation. • Ensure wellbeing, conduct and performance matters are managed in accordance with AGD requirements.	• Program objectives, priorities, resource allocation and performance expectations are clearly established and aligned with CBS and AGD objectives. • Employees are supported to deliver quality outcomes and effectively prioritise work. • Program priorities and resource allocation decisions are timely, evidence-based and appropriately balance organisational objectives, service requirements, material risks and available capacity. • Program performance is evaluated against stated objectives, with corrective action, reprioritisation or escalation directed where required. • Performance, development and wellbeing requirements are managed in accordance with AGD policies.
Systems, Facilities and Service Delivery	• Direct the planning, governance, delivery and evaluation of major CBS-wide business systems, digital enablement, ICT support and facilities programs. • Determine priorities for system enhancements, digital initiatives, facilities investments and service improvements having regard to organisational risk, future workforce requirements, service demand and objectives and manage major projects. • Determine and manage service delivery standards and priorities for ICT support services; including desktop, device, software, user access and related operational support.	• Major systems, ICT support and facilities programs achieve agreed service, risk, investment and capability outcomes and remain aligned with current and future CBS requirements. • Critical ICT service disruptions and cyber security incidents are

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	• Direct the lifecycle planning, enhancement, governance and implementation of CBS business applications and digital platforms, ensuring technology investments support current and future organisational requirements. • Determine CBS-wide goals, priorities, resource requirements and implementation plans for system performance, application support, ICT incidents, accommodation, facilities, assets, fleet and security. • Direct CBS responses to critical ICT service disruptions and cyber security incidents, working with AGD technology, cyber security and service providers while exercising authority to set business priorities, determine continuity and recovery requirements, allocate CBS resources and advise executives on residual risk. • Direct service performance, risks and recurring issues across systems, ICT support and facilities services, and lead corrective action or escalation where required.	directed effectively, with business priorities, resource allocation, continuity and recovery requirements determined and residual risks clearly advised to the Executive. • Business application lifecycle, investment and governance decisions support service continuity, organisational capability and CBS' current and future requirements. • Facilities, accommodation, asset, fleet and security priorities are determined and delivered in accordance with agreed organisational investment, risk and service outcomes. • Program performance and systemic risks are evaluated against agreed objectives, with corrective action, investment reprioritisation or escalation directed where required.
Strategic Business Enablement and AGD Partnership	• Act as a senior CBS authority in engagement with AGD technology, property, cyber security and corporate service partners, determining and advocating CBS priorities and required outcomes within agreed branch and executive settings. • Develop and implement CBS technology, systems and facilities strategies aligned with departmental priorities and future service delivery requirements. • Lead planning for CBS future-state technology capability, workplace accommodation and service delivery readiness, ensuring enabling services support organisational growth, reform and transformation objectives. Anticipate emerging organisational needs and translate business priorities into technology, workplace and service delivery solutions that enable future organisational capability. • Provide authoritative, evidence-based advice and recommendations to the Executive on agency technology and facilities investment, organisational resilience, business continuity, risk acceptance and future service capability requirements.	• CBS strategic priorities, investment requirements and risk positions are clearly articulated and appropriately reflected in departmental planning, investment and service delivery decisions. • Executive decisions are informed by authoritative, evidence-based advice on technology and facilities investment, organisational resilience, business continuity, risk and future service capability. • Technology, facilities and service delivery priorities are supported by robust analysis of

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	• Lead business analysis, planning and engagement activities to inform priorities, investment decisions, service improvements and implementation of modern technology solutions. • Influence AGD partners, vendors and internal stakeholders to achieve outcomes that are practical, sustainable and aligned with CBS priorities.	organisational requirements, options, benefits, risks and whole-of-life implications. • Technology and facilities strategies and improvements deliver measurable improvements in organisational capability, service resilience and future service readiness.
Governance, Risk and Continuous Improvement	• Establish and maintain governance, prioritisation, reporting and quality assurance arrangements for CBS business systems, ICT operational support and facilities services. • Identify, assess and manage material risks relating to business systems, technology services, cyber security dependencies, facilities, assets, security, business continuity and service resilience, determining treatment or escalation within the role's authority. • Own and lead CBS data breach management, ensuring breaches are appropriately assessed, contained, escalated, notified, remediated, reported and managed through to closure in accordance with applicable requirements. • Set and assure CBS policy and governance for system access, change, release, testing, documentation and application lifecycle practices within AGD and whole-of-government requirements. • Initiate and direct major service, system and business process reforms, determining intended benefits, investment priorities, delivery approach and measures of success. • Evaluate service data, incident trends, assurance results and stakeholder feedback to identify systemic risks, determine improvement priorities and assess whether program structures, capability and sourcing arrangements remain fit for purpose. • Support compliance with relevant AGD policies, standards, delegations and governance requirements.	• Governance, policy, assurance and prioritisation frameworks enable effective agency-wide oversight, accountability and decision-making and remain appropriate to changing organisational risks and requirements. • Material systems, technology, facilities, security and service continuity risks are identified and evaluated, with treatments determined within delegation and risks requiring executive acceptance clearly advised. • Data breaches are identified, assessed, contained, notified, remediated and managed through to closure in accordance with applicable requirements. • System changes and access arrangements are managed in accordance with applicable controls and requirements. • Major service, system and business process reforms deliver their intended benefits and are evaluated against defined investment, service, risk and capability outcomes.

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
		• Program structures, capability, sourcing and support arrangements are regularly evaluated and changes are initiated where they are no longer fit for purpose.
Stakeholder Engagement and Representation	• Build and maintain productive relationships with executives, senior leaders, managers, AGD service partners, vendors and internal stakeholders. • Lead strategic negotiations with AGD, vendors, contractors and service providers regarding service delivery arrangements, technology priorities, contractual performance and investment requirements. • Influence departmental planning, investment and service delivery decisions to ensure CBS operational and strategic requirements are reflected in enterprise initiatives. • Represent CBS as a senior program authority in departmental and cross-agency forums concerning business systems, technology services, facilities, accommodation, assets, security and service resilience, ensuring CBS interests, risks and service requirements are clearly understood. • Communicate complex or sensitive system, ICT service and facilities matters clearly, professionally and with sound judgement. • Resolve competing priorities and negotiate binding outcomes within delegation, clearly communicating CBS requirements, constraints, risk positions and matters reserved for higher authority.	• Strategic negotiations and stakeholder relationships secure sustainable service, investment and risk outcomes that reflect CBS priorities. • CBS priorities, risks and service requirements are authoritatively represented and influence relevant departmental and cross-agency decisions. • Communication supports clear understanding of priorities, risks, constraints and agreed actions.
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

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
		Safety legislation, policies and procedures are implemented. • Individual differences are encouraged and accommodated in the workplace.

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

Essential	• Demonstrated ability to lead multidisciplinary, major agency-wide enabling programs of critical importance and establish clear priorities, accountabilities and service standards in a complex environment. • Extensive experience and a very high level of discipline knowledge and expertise in leading major technology, business systems, facilities or comparable enabling service functions, including strategic planning, service transformation, risk management and organisational capability development. • Demonstrated ability to exercise significant independent judgement, make decisions within delegated authority and manage complex or competing priorities with material organisational impacts. • Demonstrated ability to direct agency responses to critical technology, cyber security, data breach, business continuity and facilities risks and provide authoritative advice on risk acceptance and residual exposure. • Demonstrated ability to build productive relationships with enterprise service partners, vendors, executives, managers and stakeholders and to influence outcomes where key services or dependencies are outside direct control. • Proven ability to translate complex business needs into practical system, technology support, facilities and process improvement solutions. • Demonstrated ability to formulate and assure policy, governance, investment and lifecycle strategies for major business systems and enabling service programs within broader enterprise arrangements. • Demonstrated ability to determine priorities, allocate resources and direct complex responses to significant incidents and risks affecting critical agency services. • Highly developed analytical, communication, negotiation and advisory skills, including the ability to provide authoritative advice to senior leaders and communicate complex matters to technical and non-technical audiences. • Demonstrated ability to identify emerging risks and service issues, evaluate options and determine practical, sustainable and customer-focused responses. • Demonstrated capacity to operate effectively within whole-of-government and departmental governance and service delivery arrangements while maintaining clear accountability for CBS outcomes.
Desirable	• Tertiary qualifications in information technology, business, project management, facilities management, public administration or another related discipline. • Knowledge of government ICT and property service delivery arrangements, procurement, contract management or corporate governance requirements. • Skills in business analysis, business process mapping, workflow improvement or service design. • Experience using JIRA Service Management or an equivalent ticketing, workflow or enterprise service management system. • Knowledge of ITIL, change management, incident management, application lifecycle management, facilities planning, business continuity or cyber security frameworks.

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 Manager, Systems and Facilities role. 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**	**Promotes 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
Shapes Strategic Thinking and Change	• **Aligns strategies with the South Australian Government and Department's strategic plans** • Continually reviews goals and plans to reflect changing priorities or conditions • Anticipates risks and manages these accordingly • **Operates within a whole of government context and considers multiple perspectives and agendas** • Seeks to gather and understand all critical information when planning and making decisions • Demonstrates effective and consistent decision making in an environment of ongoing change and uncertainty • Champions new initiatives and stimulates change
Achieves Team Results	• **Provides clear direction on how to achieve outcomes** • Develops plans with clear outcomes and supports others to achieve these • Is accountable for the delivery of quality, timely and cost-effective results • Critically evaluates the problem in its entirety before identifying and implementing best possible solution • Confidently makes decisions showing good judgement • Effectively prioritises and re-negotiates tasks as needed • **Reviews performance and seeks opportunities to implement continuous improvement**
Delivers Business Excellence	• **Identifies trends, potential problems and opportunities and incorporates into plans** • Identifies and manages capability and expertise of the workgroup to achieve outcomes • Promotes and ensures a strong focus on internal and external customer service • Effectively manages and coordinates resources for optimal outcomes. • Promotes a culture of financial responsibility, accountability and awareness • Sets clear performance standards that are linked to business unit outcomes. • Effectively manages their own, individual and team performance and contribute to the business unit • Provides clear, honest and timely feedback, including addressing non-performance promptly and recognising high performance. • **Provides leadership and support for those they manage in dealing with staff performance issues.**
Establish Relationships and Engages Others	• Represents the agency and public sector effectively in public and government forums • Effectively identifies, manages and resolves conflict • Maintains awareness of the political context and acts accordingly • **Develops effective working relationships and internal and external networks** • Appropriately identifies and collaborates with relevant stakeholders

	• Shares information and knowledge • Tailors approach and communication style to suit the situation and audience • Identifies opportunities to negotiate for improved outcomes • **Actively listens and communicates in a clear and concise manner**
Promotes Personal Drive and Professionalism	• Builds a culture of respect and high ethical standards • Promotes diversity and uses this to enhance outcomes • **Demonstrates and promotes professionalism and confidentiality when dealing with sensitive issues** • Willing to put own views forward and challenges opposing views in a respectful manner • Identifies and considers risk in decision making • **Remains positive and recovers quickly from setbacks** • Promotes adaptability in dealing with change • Seeks opportunities to strengthen areas for development • Seeks feedback on performance and engages in self-reflection • **Promotes a high standard of wellbeing for self and others.**