Job and Person Specification

Title of Role:	Team Leader, Advice and Conciliation	**Classification:**	ASO5
Business Unit:	Consumer and Business Services	**Division:**	Compliance, Enforcement and Advice
Branch:	Advice and Early Resolution	**Team:**	Advice and Conciliation

Primary Purpose

The Team Leader, Advice and Conciliation leads a customer-facing team comprising Advice Officers and Conciliation and Advice Officers. The role is responsible for coordinating day-to-day service delivery across telephone, written and digital channels and voluntary conciliation services, ensuring customers receive accurate, consistent and timely information, advice and assistance.

The Team Leader is the primary point of contact for team members on operational and technical matters, provides training, guidance and coaching, manages workflow, quality and performance, and acts as the first point of escalation for customer and service delivery issues. The role also contributes to continuous improvement of service delivery, processes and team performance.

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.

CBS is a division of the AGD 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.

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 Team Leader, Advice and Conciliation operates within a high-volume and changing regulatory environment involving a broad range of legislation, diverse customer needs and matters that can be sensitive or contentious. The role works under limited direction and exercises judgement in allocating work, resolving operational issues, providing technical guidance and escalating matters that require delegated, specialist or management consideration.

The role contributes to CBS strategic objectives by supporting accessible and trusted services, helping customers understand their rights and responsibilities, resolving appropriate disputes early and fairly, and maintaining consistent service quality.

Reporting Relationships

- Reports to the Manager Advice and Conciliation.
- Leads a team of Advice Officers and Conciliation and Advice Officers.

Key Relationships/Interactions

- Works closely with the Manager Complaints and Advice, and other Managers and Team Leaders of the Complaints, Advice and Early Resolution branch.
- CBS Executive, managers and employees across relevant business areas
- Consumers, traders, licensees and other service users.
- Industry bodies, community organisations, and relevant government agencies.

Key Challenges

- Coordinating high-volume work across multiple service channels while maintaining quality, timeliness and staff wellbeing.
- Providing consistent technical guidance across a broad and changing legislative framework.
- Managing difficult customer interactions and operational escalations while ensuring timely, consistent and customer-focused outcomes.

Special Employment Conditions

- Some out of hours work is required.
- Interstate and intrastate travel including overnight absences.

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
- 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 Team Leader, Advice and Conciliation is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Team Leadership and Performance	• Provide clear day-to-day leadership by setting expectations, allocating work and monitoring performance to support consistent and effective delivery of team outcomes. • Coach and support team members through practical guidance, regular feedback, knowledge sharing and development opportunities that strengthen capability and confidence. • Lead through influence by fostering trust, respect and a positive and collaborative culture, with a proactive focus on staff wellbeing. • Work effectively with managers, team leaders and colleagues across CBS to improve services and contribute to a culture of continuous improvement.	• Team members understand priorities, expectations and accountabilities. • Work is allocated and monitored effectively and team outcomes are delivered consistently. • Employees receive practical guidance, feedback and development support. • The team demonstrates respectful, collaborative

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	• Demonstrate best practice in customer service and model the CBS values and AGD People and Leadership Expectations.	and customer-focused behaviours. • Staff wellbeing is proactively supported.
Technical guidance and customer escalation	• Provide authoritative day-to-day guidance on the practical application of legislation, policy, procedures and approved service practices. • Act as the first point of escalation for sensitive, difficult or non-routine customer matters and coordinate timely, customer-focused responses. • Coordinate appropriate responses to matters requiring delegated decisions, specialist advice, compliance consideration or another service pathway. • Support employees to communicate complex information clearly and manage difficult interactions professionally.	• Guidance is accurate, timely and consistent. • Escalated matters are handled effectively and within agreed timeframes. • Referrals and escalations are made to the appropriate function.
Quality and continuous improvement	• Plan and deliver induction, technical training and refresher training for team members as legislation, policy, procedures and operating practices change. • Undertake quality assurance through case review, call listening, feedback and coaching. • Identify recurring errors, knowledge gaps and service issues and implement or recommend corrective action. • Develop and maintain procedures, scripts, knowledge resources and training materials. • Use service data and staff feedback to identify practical improvements to customer experience and team efficiency.	• Training and coaching address identified capability needs. • Quality standards are monitored and maintained. • Guidance and training resources remain current and practical. • Improvement actions are implemented and evaluated.
Voluntary conciliation and service support	• Oversee the fair, impartial and timely conduct of voluntary conciliations undertaken by the team. • Provide case guidance on more difficult voluntary conciliation matters and ensure outcomes and records are appropriately documented. • Undertake customer service or voluntary conciliation work when required to maintain service continuity or address demand. • Provide accurate operational information and contribute to reports, briefings and improvement initiatives.	• Voluntary conciliations are conducted consistently and in accordance with approved practice. • Case records are complete and accurate. • Operational information and contributions are timely and reliable.
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.	• 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

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

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

Essential	• Demonstrated experience supervising or coordinating a customer-facing team in a high-volume service environment. • Sound knowledge of, or demonstrated ability to interpret and apply, legislation, policy and procedures across a broad range of matters. • Demonstrated ability to manage workflow, competing priorities and service demand while maintaining quality and timeliness. • Strong communication, training, coaching and conflict-management skills, including the ability to support staff handling difficult or sensitive interactions. • Demonstrated ability to provide clear technical guidance and manage customer and operational escalations. • Demonstrated analytical and problem-solving skills and the ability to identify and implement practical service improvements.
Desirable	• Experience in a regulatory, complaint-handling, call centre or alternative dispute resolution environment. • Training or experience in conciliation, mediation or coaching.

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 Team Leader Complaints and Advice. 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
Supports Strategic Direction	• **Supports strategic direction and plans** • Communicates plans in practical terms to others • Identifies and manages risk as appropriate and escalates as necessary • **Is sensitive to political drivers influencing priorities and decisions** • Actively participates in business planning • Contributes to the drive for change and innovation • Adapts quickly to changing and emerging priorities
Achieves and Monitors Own Results	• **Sets and communicates clear expectations around quality of work and timeframes** • Monitors progress towards achieving outcomes • **Takes responsibility for the delivery of quality and timely results** • Critically evaluates issues and ensures solutions are practical and achievable • Prioritises workload effectively and negotiates deadlines where appropriate • Measures performance and acts on opportunities for 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.
Fosters Working Relationships	• **Effectively manages conflict and escalates when appropriate** • Consults and seeks the views of relevant stakeholders • **Develops effective working relationships and internal networks** • Shares information and knowledge as appropriate • Takes into account the situation and audience • Negotiates as necessary to achieve outcomes • Actively listens and communicates clearly
Supports Personal Drive and Professionalism	• **Promotes a culture of respect and high ethical standards** • Supports diversity and uses this to enhance outcomes • **Maintains professionalism and confidentiality when dealing with sensitive issues** • Constructively expresses own views and respects the views of others • Is aware of risks and makes decisions accordingly • Remains positive and recovers quickly from setbacks • Adapts effectively to change • Looks for opportunities to engage in development activities • Seeks feedback and reviews own performance • Ensures a focus on wellbeing for self and others and raises concerns where necessary