Job and Person Specification

Title of Role:	Team Leader, Product Safety	**Classification:**	ASO5
Business Unit:	Consumer and Business Services	**Division:**	Compliance, Enforcement and Advice
Branch:	Compliance and Casino	**Team:**	Product Safety and Compliance

Primary Purpose

The Team Leader, Product Safety leads a team responsible for product safety inspections, monitoring, investigations, education and regulatory activity. The role supports consistent and lawful regulatory decision-making across the team by guiding the interpretation and application of mandatory standards and product bans, reviewing complex matters and ensuring product safety recommendations and regulatory responses are evidence-based, proportionate, procedurally fair and appropriately documented.

The role provides technical and operational direction on product safety risk assessment, inspection planning, testing, technical compliance information, supply-chain enquiries and corrective action. It reviews complex reports and recommendations, manages escalations, builds team capability and supports a constructive workplace culture.

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, Product Safety operates within an established regulatory environment involving consumer protection and product safety legislation, mandatory standards, product bans, authorised powers, evidence, enforcement pathways and stakeholder expectations. The role supports consistent regulatory activity and decision-making by applying operational and technical judgement, providing guidance and escalating matters that require specialist, legal or senior consideration.

The role supports CBS' strategic objectives by delivering trusted regulation with impact, strengthening clear governance and accountability, using intelligence to target activity and supporting modern, consistent and community responsive regulatory services.

Reporting Relationships

- Reports to the Manager, Product Safety and Compliance.
- Leads a team of Product Safety Officers.

Key Relationships/Interactions

- Managers, Team Leaders and employees of the Branch, and CBS more broadly.
- Australian Competition and Consumer Commission, Commonwealth and interstate product safety regulators, health and community safety agencies, and other government or regulatory bodies.

- Industry participants, manufacturers, importers, suppliers, online marketplaces, traders, consumers and members of the public as relevant to the role.

Key Challenges

- Supporting the lawful and consistent application of product safety legislation, mandatory standards, product bans, authorised powers and regulatory judgement in complex, sensitive or higher-risk matters.
- Reviewing technical testing and compliance information, product hazards, supply-chain enquiries and regulatory recommendations so matters are risk-based, defensible, appropriately documented and escalated where required.
- Balancing education, compliance, corrective action, enforcement, public safety, harm minimisation and stakeholder expectations in a changing product safety environment.

Special Employment Conditions (if relevant)

- Some out of hours work is required.
- Requirement to hold a current driver's licence and willingness to drive.
- Interstate and intrastate travel including overnight absences.
- Eligible to be appointed and exercise the powers and functions of an Authorised Officer or Inspector under relevant legislation.
- May be authorised to issue Expiation Notices under relevant legislation where required for the role.

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, Product Safety is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Team Leadership, Regulatory Guidance and Performance	• Lead and manage the team by providing clear direction, setting priorities and expectations, allocating work and monitoring performance to ensure consistent and effective delivery of outcomes. • Coach and mentor team members to strengthen capability, decision quality and ongoing development,	• Team priorities, expectations and accountabilities are clear and outcomes are delivered consistently.

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	while providing regular feedback and addressing performance, conduct or workplace issues promptly and fairly. • Build team capability and consistent practice by coaching staff in the application of product safety legislation, mandatory standards, product bans, technical compliance requirements, evidence requirements and approved procedures. • Review complex or escalated product safety matters, technical assessments, reports, recommendations, authorised compliance documentation and enforcement material to ensure decisions are evidence-based, proportionate, defensible and appropriately documented. • Lead through influence by fostering trust, respect and a positive and collaborative culture, with a proactive focus on staff wellbeing.	• Regulatory decisions and recommendations are lawful, evidence-based, proportionate and appropriately documented. • Delegations and statutory powers are exercised within approved limits and escalated where required. • Performance, conduct, capability and development are actively and fairly managed. • The team demonstrates trust, respect, collaboration and a strong customer service focus.
Regulatory Guidance and Delegated Authority Support	• Guide and support the lawful exercise of statutory powers, authorisations and delegated authority in accordance with relevant legislation, policies, procedures and approved limits. • Review, support or recommend regulatory decisions relating to product safety complaints, inspections, investigations, mandatory standards, product bans, supplier engagement and corrective action, ensuring advice and recommendations are evidence-based, proportionate, procedurally fair and appropriately documented. • Identify matters requiring senior review, legal advice, escalation or referral and ensure relevant risks and evidence are clearly documented. • Maintain confidentiality, integrity and security of sensitive information, evidence and official records. • Support public confidence by promoting consistent, transparent and proper use of regulatory powers and escalation pathways.	• Powers and delegations are supported, guided and exercised lawfully, consistently and within approved limits where authorised. • Advice, reviews, decisions and recommendations are evidence-based, proportionate and defensible. • Risks, legal issues and escalation pathways are identified early. • Records, evidence and decision material are complete, accurate and secure. • Regulatory action supports public confidence and CBS objectives.
Product Safety Inspection and Investigation Coordination	• Coordinate product safety inspections, monitoring, investigations and other regulatory activity aligned to approved programs, intelligence, product hazards and consumer harm risks. • Provide technical direction on mandatory standards, product bans, indicative testing, testing reports, supply-chain enquiries, evidence collection, inspection planning, corrective action, authorised compliance documentation and enforcement options. • Review product safety risk assessments, technical compliance information, inspection and investigation	• Product safety activity is coordinated and delivered against approved programs, priorities and consumer harm risks. • Staff apply product safety legislation, mandatory standards, product bans and procedures consistently.

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	records, reports, recommendations and enforcement material for accuracy and defensibility.	• Technical assessments, reports, recommendations and enforcement material are accurate, timely and defensible.
Operational Planning and Stakeholder Engagement	• Plan and allocate product safety work according to approved programs, product hazards, intelligence, demand and available resources. • Manage escalated supplier, stakeholder or operational matters, including proposed corrective action, product removal or recall, and seek legal or senior advice where required. • Review and provide guidance on sensitive stakeholder correspondence, engagement activities and regulatory communications where required. • Support product safety education and represent the team in national or cross-jurisdictional regulator forums, working groups and coordinated activities where appropriate. • Promote knowledge sharing across the team and support consistent approaches to stakeholder engagement and regulatory advice.	• Resources are allocated effectively according to risk and demand. • Escalations are managed at the appropriate level. • Sensitive stakeholder communications are accurate, consistent and appropriately reviewed. • Engagement and knowledge sharing support improved product safety compliance and consumer protection.
Business Process Improvement	• Identify opportunities to improve product safety risk assessment, inspection and investigation practice, testing processes, evidence handling, procedures, systems and reporting. • Contribute to product safety programs, policies, standard operating procedures, technical guidance, training resources and the evaluation of regulatory activity.	• Improvement opportunities are implemented where appropriate. • Procedures and guidance are current and practical.
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 people and coordinate regulatory activities, including capability, performance, risk and resource management within an operational team environment. • Demonstrated ability to interpret and apply product safety or consumer protection legislation, mandatory standards, product bans, policy, authorised powers and delegated authority in a regulatory, inspection, compliance or enforcement environment. • Demonstrated ability to support, review or recommend lawful, evidence-based and proportionate regulatory decisions or recommendations. • Experience gathering, handling, assessing and documenting evidence, testing reports, technical compliance information, records or sensitive information. • High-level written and verbal communication skills, including the ability to prepare and review reports, recommendations and enforcement documentation. • Sound judgement, discretion and ability to manage competing priorities in a sensitive regulatory environment.
Desirable	• Experience in product safety, consumer protection, product testing, compliance or another regulated environment relevant to the role. • Knowledge of evidentiary procedures, court requirements, natural justice or administrative law principles. • Relevant tertiary qualifications or training in law, regulation, investigations, audit, commerce, public administration or another relevant discipline.

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, Product Safety 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	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 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**
Supports Service Delivery Excellence	• Identifies and raises awareness of trends, potential problems and opportunities • Uses capability and expertise of the workgroup to achieve outcomes • **Identifies and delivers high quality internal and external customer service** • Utilises available internal and external resources for optimal outcomes. • Contributes to a culture of financial responsibility, accountability and awareness • Translates performance requirements into achievable outcomes. • Effectively manages their own performance, managing (or influencing) the wider team performance • **Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role.**
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**