

# Senior Project Lead (ASO6)



Government  
of South Australia

Department for Infrastructure  
and Transport

## Role statement

### Organisational alignment

Division: Transport Policy and Regulation  
Directorate: Service SA  
Section: TRUMPS Programs and Projects

### Reporting relationships

Reports to: Program Manager TRUMPS Programs and Projects  
Direct reports: Nil

## Role overview

Service SA is responsible for creating a frictionless customer service experience in delivering transactional and regulatory services for the Transport Policy and Regulation Division through an integrated multi-channel approach.

The Senior Project Lead is responsible for overseeing the planning, coordination and delivery of complex, high-value and strategically significant projects into TRUMPS (Transport Regulation User Management Processing System) that support agency priorities and improve services for the community. The role provides project leadership, ensuring that initiatives are delivered on time, within scope and budget, and in alignment with organisational, legislative and policy frameworks.

Working under broad direction, the Senior Project Lead drives project outcomes through expert project management practice, rigorous analysis, and effective stakeholder engagement. The role leads multidisciplinary project teams, collaborates across government and with internal and external partners, and manages the risks, interdependencies and change impacts associated with major initiatives.

A key focus of the position is to translate strategic objectives into actionable project plans, provide clear and informed advice to senior leaders, and ensure that project solutions are customer-focused, evidence-based and sustainable. The Senior Project Lead is expected to exercise sound judgement, navigate complex and sensitive issues, and influence decision-making to achieve successful program and organisational outcomes.

Further information about the Department can be found at: <https://www.dit.sa.gov.au/about-us>

### Our values

We pride ourselves on applying these values to our day-to-day interactions and individual performance. They shape our approach to achieving our strategic agenda.



**Collaboration**

We work together as one team to serve our customers.



**Honesty**

We are honest, open and act with integrity.



**Excellence**

We commit to excellence in everything we do.



**Enjoyment**

We enjoy our work and recognise our success.



**Respect**

We respect, understand and value the people we serve.

## Key outcomes required of the role

- Contribute to a frictionless customer service experience by managing the practical implementation of regulatory, compliance, safety and policy and customer service initiatives within a customer service environment.
- Lead planning, development, management, implementation and evaluation of assigned programs, projects, systems and/or services, to deliver regulatory, compliance policy and customer service outcomes.
- Actively monitor deliverables and coordinate resources and stakeholders to deliver assigned programs, projects, systems and/or services.
- Resolve complex issues with innovative solutions that are consistent with Directorate and Divisional objectives with a significant level of responsibility to aspects of State, regional and/or local programs.
- Undertake critical, sensitive and/or complex research, analysis and reporting relating to key data trends and policies that impact on successful completion and implementation of assigned programs, projects, systems and /or services.
- Provide subject matter expertise to management and stakeholders regarding current relevant discipline developments and issues related to Directorate and Divisional programs, projects systems and/or services.
- Manage critical, sensitive and/or complex information and consultation processes with stakeholders and across government agencies.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with our values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

## Special conditions attached to the role

- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- A Working with Children Check (WWCC) is required prior to employment with the Department for Infrastructure and Transport, which must be renewed every five years before expiry.
- Some out of hours and weekend work may be required.
- Some intra / interstate travel may be required.

## Educational qualifications / licenses

- Project Management certifications such as PRINCE2, AgilePM, SCRUM Maser, Project Management Professions (desirable).

## Technical capabilities

- Demonstrated experience in project management methodologies and delivery.
- Understanding of customer focused and digital service delivery solutions and trends.
- Demonstrated ability to undertake data driven analysis and reporting.
- Demonstrated experience in identifying, assessing and managing risks, issues and change control management.

## Person capabilities

[Our Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; personal attributes; building relationships; achieving results; leadership and growth; and performance enablers.

Refer to our framework for the detailed capabilities required for this stream. This role is classified as:

### Stream 2: Leader

Stream 2 roles would typically consist of supervisors and senior team members, including those with technical knowledge (indicative classifications include ASO4-6, PO2-3, OPS4-7, TGO2-5, M3-7, WPA2, WBT7-10).

## Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the person capabilities (from Our Capability Framework) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the role overview and key outcomes.

- Delivers customer focused and strategically aligned services and practices using effective verbal and written communication to successfully engage stakeholders and negotiate complex matters.
- Significant experience in efficiently developing, managing and delivering projects including planning, evaluation, and improvement of programs, projects, systems, policies and services.
- Proven high level analytical and research skills to evaluate and analyse complex information, provide expert advice and communications, and develop clear reports with recommendations for time critical deadlines in an environment of competing priorities.
- Proven ability to work under broad direction, independently or as part of a team, identify performance outcomes, plan and coordinate activities, set priorities, achieve objectives within deadlines and make timely and well-informed decisions.
- Well-developed knowledge of the discipline and the issues, risks, trends and directions associated with the span of assigned functions including an understanding of social, economic and commercial considerations.
- Demonstrated ability to build and maintain collaborative relationships and communicate effectively, succinctly and accurately using multiple channels when seeking or providing informed and/or complex advice and successful negotiation and conflict resolution within team, stakeholders and/or customers.
- Shows respect for diverse backgrounds, experiences and perspectives including that of Aboriginal and Torres Strait Islander people. Values diversity of thought.
- Shows genuine care for the safety and wellbeing of self and others.

### Approved

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director, Service SA

<b>People, Culture and Capability Use Only</b>	KNet ID: #24367290	ANZSCO code: 2611	Position number: <TBC>
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