

Service Delivery Manager ASO5



Government
of South Australia
Department for Infrastructure
and Transport

Role statement

Organisational alignment	Division:	Transport Policy and Regulation
	Directorate:	Service SA
	Section:	Service Delivery
Reporting relationships	Reports to:	Region Manager
	Direct reports:	Service Delivery Team Leader (ASO4) and multiple Service Delivery Officers (ASO3)

Role overview

Service SA delivers South Australian Government information and transactional services, predominately Driver Licensing and Vehicle Registration, to South Australians through an integrated multi-channel approach. Multi-channel includes Customer Services Centres, Contact Centre, On-line and Agent Service Delivery.

Customer Service Centres are geographically distanced throughout South Australia's metropolitan and regional areas. The Service Delivery Manager is responsible for overseeing local staff management, the quality of information and transactional delivery, equipment issues and on-site facility issues within their control.

The Service Delivery Manager reports to the Region Manager and is responsible for implementing daily, long-term outcomes, and fulfillment of the organisations auditable operating framework.

A significant aspect of the role is to lead, coach and mentor staff in the behaviours necessary to interact with a diverse customer base and process customer enquiries to ensure customers receive the best possible experience and outcome within policies and procedures.

Being in a position of trust, and with access to confidential information, the Manager is to maintain privacy of information and instill this value with the team.

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

- Responsible for leading, developing and coordinating a customer service team in a high-volume transactional environment. The role operates under broad direction but must achieve professional delivery of customer services aligned to departmental policies and procedures.
- Provide advice and support to Service Delivery Team Leader and Service Delivery Officers on a wide range of service delivery options through a multi-channel approach.
- Working with other stakeholders in managing and coordinating resources, including but not limited to, ensuring Service SA channels are adequately resourced.
- Ensure staff consistently comply with policies and procedures relating to the effective administration of all relevant Acts, internal policies and procedures, relevant to a front-line customer service centre.
- Exercise delegated authority within policies and procedures relating to the effective administration of relevant policies and Acts.
- Collaboration with internal stakeholders to achieve support for processes associated with the delivery and administration of programs, projects, systems, and services.
- Identify and escalate risks to ensure they are managed as a priority to eliminate or reduce any potential risks to the business.
- Develop and maintain a collaborative environment which focuses beyond the localised Centre and considers the benefit of the wider network.
- 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

- Must be prepared to be reassigned to different Service SA locations during periods of staff absences and high workloads or as required to meet business needs.
- This role is classified as a position of trust and will be subjected to a satisfactory criminal history record check in line with departmental policies and procedures.
- 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 of Infrastructure and Transport, which must be renewed every five years before expiry.
- Some out of hours may be required.
- Weekend work (Saturday) will be required; and
- Some intra / interstate travel may be required.

Educational qualifications / licenses

- Nil.

Technical capabilities

- Must possess a working knowledge of all relevant Acts. and relevant policy and procedures, or willing to gain a working knowledge within a six (6) month period.

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.

- Demonstrated ability to show leadership and commitment to safety and wellbeing of self, others and the community we serve. Takes safety seriously and does not accept complacent behaviour, reports on good and bad news and effectively uses DIT's safety management systems.
- Demonstrated ability to communicate clearly, ensuring everyone has an opportunity to contribute. Is open, honest and prepared to have difficult conversations.
- Understands and actively supports the Department's Customer Service Charter and takes responsibility for meeting the service-excellence principles.
- Demonstrates good judgement. Evaluates, analyses, and makes evidence-based decisions within their delegation.
- Proven experience in setting clear goals and performance standards for individuals and the team, focused on work outputs and behaviours.
- Demonstrates the quick ability to ensure appropriate processes and controls are in place to monitor and track compliance to policies and procedures.
- 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

People, Culture and Capability Use Only	KNet ID: #22058829>	ANZSCO code: <Insert #>	Position number: <Insert #>
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