

Stakeholder Engagement Coordinator – Regional North & Outback (ASO6)



Government
of South Australia
Department for Infrastructure
and Transport

Role statement

Organisational alignment	Division:	Road and Marine Services
	Directorate:	Road Maintenance
	Section:	Regional North & Outback
Reporting relationships	Reports to:	Manager, Regional North & Outback
	Direct reports:	3 FTEs

Role overview

The Stakeholder Engagement Coordinator is accountable to the Manager, Regional North & Outback for leading engagement and managing interfaces with customers, communities, and stakeholders to support effective delivery of the department's road asset management and maintenance services.

The role is responsible for

- Developing and maintaining relationships with stakeholders, including councils, communities, developers, and industry.
- Identifying and providing advice on opportunities to improve collaboration and coordination with stakeholders to optimise customer outcomes.
- Leading and managing the coordination of zone office correspondence, Ministerials, customer and media enquiries.
- Working collaboratively across the department to support a holistic approach to customer service and stakeholder engagement.
- Overseeing a team responsible for delivery of administrative support activities for the zone.

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

- Develop and maintain robust professional working relationships with staff, stakeholders, service providers and customer to support delivery of improved road asset management and maintenance services, through the use of effective communication including an ability to work well in a team environment.
- Establish and implement approaches, systems and processes to improve stakeholder and customer management, ensuring consistency with whole of department policies requirements.
- Identify opportunities and deliver initiatives to enhance collaboration with stakeholders to optimise customer outcomes.
- Resolve complex issues with innovative solutions which are consistent with departmental objectives, which may include developing and selecting new techniques and methodologies.
- Support decision making and contribute to risk management processes through the provision of accurate and timely advice to the Delivery Manager and other internal stakeholders.
- Show leadership and contribute to Directorate risk management and business improvement initiatives.
- Oversee the work of Administrative Support Officers servicing the local office.
- 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

- This role is located in Port Augusta.
- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- Some out of hours and weekend work may be required.
- Some intrastate travel may be required.

Educational qualifications / licenses

- A current Driver's licence

Technical capabilities

- Ability to improve customer relationships.
- Experience in stakeholder engagement.
- Significant administrative experience including MS Office.

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.

- Significant experience and highly developed interpersonal, communication and writing skills that demonstrate commitment to customers, stakeholders and partners.
- Ability to deliver clear and concise advice appropriate to the audience.
- Demonstrated experience in communicating and liaising effectively at all levels, resolving conflict, and leading successful and positive negotiations.
- Demonstrated experience in building effective working relationships and influencing collaboration between teams to remove barriers and break down silos.
- Demonstrated ability to act with urgency, accept and expect responsibility, and successfully lead and implement change, risk management initiatives and complex solutions.
- Proven ability to work under broad direction, independently and as part of a team, to plan and coordinate programs, set priorities, achieve objectives within deadlines and make timely and well-informed decisions.
- 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, Road Maintenance

People, Culture and Capability Use Only	KNet ID: #15293813	ANZSCO code: 133211	Position number: P34655
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