TRUMPS Enhancements Program Manager (ASO8)

Role statement

Government of South Australia
Department for Infrastructure and Transport

Organisational alignment	Division:	Transport Policy and Regulation
	Directorate:	Service SA
	Section:	TRUMPS Program and Projects
Reporting relationships	Reports to:	Senior Manager TRUMPS Programs and Projects
	Direct reports:	6-7

Role overview

Service SA is responsible for maintaining a frictionless customer experience during the delivery of transactional and regulatory services for the Transport Policy and Regulation Division. Customer services are accessed through an integrated multi-channel approach provided by TRUMPS (Transport Regulation User Management Processing System) which is a bespoke software solution managed and developed internally by the Department for Infrastructure and Transport (DIT).

The TRUMPS Program Manager is responsible for managing and overseeing end-to-end delivery of one of two program streams, system enhancements or new concepts initiatives. The role will ensure projects are delivered on time, within scope, and aligned with organisational priorities.

This role manages the full project lifecycle, including planning, prioritising enhancement requests, and coordinating resources to meet deadlines.

The Program Manager leads and supports project teams and is involved in proactive risk and issue management, driving continuous improvement, and delivering enhancements that optimize system functionality and user experience.

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

- Management and delivery of system enhancement projects successfully through disciplined application of project management methodologies and structured planning, execution, and monitoring.
- Lead and manage timely, on-scope and in-budget delivery of initiatives by effectively prioritising enhancement requests and maintaining agreed quality standards.
- Maintains and manage a prioritized pipeline of system improvements by aligning enhancements with business objectives and stakeholder needs.
- Resolving complex issues with innovative solutions that are consistent with Agency objectives and applies project governance and assists others to address emerging challenges and risks generating support for change initiatives.
- Drive strong stakeholder engagement and relationship management by building and maintaining productive relationships with internal teams, external vendors, and key stakeholders to ensure project alignment and collaboration.
- Provide team leadership and performance management by leading, mentoring, and supporting project teams to achieve objectives and foster a high-performance, accountable culture.
- Deliver enhancements or new concepts that improve and strengthen system functionality, elevate user experience, and improve operational efficiency, to achieve strategic and operational objectives.
- Contributing to a high standard of customer service for internal and external clients.
- 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 in the Department for Infrastructure and Transport which must be renewed every five years.
- Some out of hours and weekend work may be required.
- Some intra / interstate travel may be required.

Educational qualifications / licenses

- A tertiary qualification in Project Management, Information Technology, Business or a related discipline will be highly regarded.

Technical capabilities

- Proficient in project management tools such as JIRA and a working knowledge of Agile, Scrum, Kanban and waterfall delivery methodologies
- Experience using dashboards and reporting tools to track scope, schedule, budget and risk
- Ability to interpret technical requirements, system dependencies and architecture diagrams

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 3: Senior leader

Stream 3 roles would typically consist of team and senior leaders, senior team members and those with technical specialty (indicative classifications include ASO7-8, LE5, PO4-6, MAS3).

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.

- High level experience in delivering outcomes through motivating and managing the performance and development of a diverse range of employees in the delivery of complex programs, projects, systems and/or services that efficiently utilise allocated resources.
- Proven experience working with tight deadlines and delivery timeframes to keep significant projects on schedule and delivered on time.
- Demonstrated strategic thinking and ability to act with urgency, accept and expect responsibility, successfully manage and implement change and risk management initiatives and complex solutions within span of assigned functions.
- High level experience in leading, motivating and influencing employees, driving and evaluating work objectives for improved service performance across strategically aligned functions.
- Significant ability in identifying opportunities to work collaboratively within the team and with other teams across the department, removing barriers and breaking down silos. Ensures DIT's project management framework is effectively implemented throughout the section.
- Demonstrated experience in actively driving change processes, showing empathy to the people effected by the change. Provides guidance, coaching and direction to others managing uncertainty and change. Anticipates, plans for and addresses barriers to change.
- 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: *N Riach*   Date: 09/01/2026

Director Service SA

People, Culture and Capability Use Only	KNet ID: #24178490	ANZSCO code: 5111	Position number: <Insert #>