

Team Leader, Operations & Rostering (ASO5)



Government
of South Australia
Department for Infrastructure
and Transport

Role statement

Organisational alignment	Division:	People & Corporate Services
	Directorate:	Safety, Security, Risk & Emergency Management
	Section:	Security
Reporting relationships	Reports to:	Unit Manager, Security Operations
	Direct reports:	Multiple FTE

Role overview

The Team Leader, Operations and Rostering provides day-to-day support to the Unit Manager, Security Operations to ensure the effective functioning of the 24/7 Security Operations Hub and appropriate field deployment of the Transit Compliance Officers.

Operating under limited direction, the role is responsible for coordinating rostering, operational processes, training and onboarding activities for internal Transit Compliance Officers. The role also supports operational interface with contracted Security Operators and field security, and contributes to system improvements, operational reporting, incident documentation and field deployment planning.

The Team Leader is required to exercise sound judgement, provide operational advice, solve problems and work with a high degree of autonomy to support efficient, safe, responsive and customer-focused security operations.

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

- Provide effective day-to-day operational support to the Unit Manager, Security Operations ensuring the 24/7 Security Operations Hub functions in accordance with procedures, service standards and Department requirements, contributing to strong service and security outcomes.
- Support the development, review and implementation of operational procedures and system improvements that enhance CCTV monitoring, incident triage, coordinated response processes, including contributing to operational problem solving and improvement initiatives.
- Manage rosters for Transit Compliance Officers, including adjustments and leave requests and collaborate with contract providers to ensure adequate coverage of operational needs.
- Coordinate and support Transit Compliance Officer field activities, including scheduling targeted deployments, developing Operation Orders, monitoring hotspot requirements and ensuring effective communication between field operations and the Security Operations Hub.
- Coordinate recruitment, onboarding and induction processes for Transit Compliance Officers, ensuring timely training access, system permissions, certifications and operational readiness.
- Prepare accurate operational reports, using incident, rostering and provider-maintained data to support decision-making, hotspot identification and operational improvements, including fatigue related indicators for staff.
- 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. This must be renewed every three years.
- A Working with Children Check (WWCC) is required prior to employment. This must be renewed every five years. Some intra / interstate travel may be required.
- A Negative Vetting 1 Security Clearance may be required.
- The role is likely to require work outside of standard hours to accommodate periodic on-call responsibilities. During designated on-call periods, the appointee is expected to remain contactable at all times, be fit to drive, and respond promptly to emergency notifications, including reporting to the Security Operations Hub if required.

Educational qualifications / licenses

- Relevant qualifications in the security or risk sectors are desirable.
- A current South Australian Driver's Licence.

Technical capabilities

- Demonstrated ability to develop, manage and adjust operational rosters, including applying fatigue-management requirements.
- Proficient in Microsoft Office applications, including Excel, Word and Outlook.
- Ability to interpret and apply risk-management principles in an operational security context.
- Ability to quickly gain proficiency in specialised security and incident-management systems.
- Experience working within a security, compliance or emergency operations environment desirable

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 experience providing operational support and coordination within a fast-paced or 24/7 environment, with the ability to prioritise tasks, make sound judgements and support effective service delivery.
- Experience in developing, implementing or improving operational procedures, systems or workflows to enhance consistency, efficiency and compliance, including contributing to operational problem-solving and continuous improvement.
- Proven ability to manage complex rostering requirements, including resource planning, shift adjustments, and fatigue/leave management.
- Experience supporting recruitment, onboarding, induction and training and maintaining accurate competency information.
- Ability to analyse operational data, prepare accurate reports and documents and apply insights to support planning, risk identification and operational improvements.
- Strong communication and stakeholder skills in a security/operational context, with proven application of risk-management principles.
- 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: _____

Deputy Director, Safety, Security, Risk & Emergency Management

People, Culture and Capability Use Only	KNet ID: 24385337	ANZSCO code: 1332	Position number: XXXXXX
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