

Service Delivery Team Leader

Role statement



Government
of South Australia
Department for Infrastructure
and Transport

Organisational alignment	Division:	Transport Policy and Regulation
	Directorate:	Service SA
	Section:	Service Delivery
Reporting relationships	Reports to:	Service Delivery Manager
	Direct reports:	NIL

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 Service Centres, Contact Centre, On-line and Agent Service Delivery.

The Service Delivery Team Leader works closely with and is accountable to the Manager to ensure the provision of quality customer service and is responsible for the effective and efficient supervision and operation of high-volume complex transactional services. The role involves the supervision of Service Delivery Officers to consistently deliver a quality customer experience underpinned by high transactional accuracy.

The role will provide support to the Service Delivery Manager, assisting with the coordination of daily activities for the Service Delivery Officers and coaching them to deal with complex customer issues. The role will ensure the integrity of transactions, including maintenance and access to systems including the collection and analysis of customer feedback.

In addition, the role will prepare relevant daily and monthly reports and regular auditing activities, including conducting investigations into specific transactions where required.

Being in a position of trust, and with access to confidential information, the Service Delivery Team Leader is employment bound to maintain privacy of information and instil the value with the team of Service Delivery Officers.

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

- Ensure work undertaken meets service delivery standards by complying with regulations, policy and stringent audit requirements.
- Supervise daily activities of the team, ensuring equitable workloads through work allocation and intraday monitoring of performance.
- Train new staff, and technically refresh existing staff's skills and knowledge by keeping up to date with operational and policy changes and convey them in a timely manner.
- Oversee the integrity of a confidential database by undertaking audit and quality requirements.
- Ability to analyse legislation, policy, and procedures for discussion and advice to staff and customers.
- Ensure staff consistently comply with policies and procedures relating to the effective administration of all relevant Acts, internal policies and procedures, relevant to a customer service centre.
- Assist with the implementation of the application of strategies, standards, guidelines and procedures by meeting section goals and objectives.
- Build positive relationships with customers and employees by demonstrating confidence, empathy and knowledge of Service SA Processes.
- Coordinating and collaborating with internal stakeholders to ensure local centre continuity.
- Utilising conflict resolution skills and supporting Centre Staff through being available as the first point for escalations and/or complex customer issues.
- 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 be 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.

- Demonstrates 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.
- Ability to respond quickly and positively to change, showing courage and resilience while supporting others and is flexible in approach.
- Manages and builds a supportive and cooperative team environment, encourages collaboration with other teams and seeks input from relevant subject matter experts.
- Demonstrates good judgement. Evaluates, analyses, and makes evidence-based decisions within their delegation.
- Experience in coaching and developing individuals and teams to drive high performance.
- Proven experience in ensuring 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: _____
 <Insert name, job title>

People, Culture and Capability Use Only	KNet ID: #21219940>	ANZSCO code: <Insert #>	Position number: <Insert #>
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