

Transit Compliance Coordinator (OPS5)



Government
of South Australia
Department for Infrastructure
and Transport

Role statement

Organisational alignment	Division:	Public Transport South Australia
	Directorate:	Rail Operations
	Section:	Head of Network Operations
Reporting relationships	Reports to:	Transit Compliance Unit Manager (ASO7)
	Direct reports:	18 FTEs

Role overview

The Transit Compliance Coordinator is accountable to the Unit Manager, Transport Compliance for coordinating frontline compliance and enforcement activities across the public transport network, contributing to and maintaining effective safety and enforcement objectives relating to contracted passenger transport services and responding to network disruptions and incidents as directed.

The role supports Transit Compliance Officers in the exercise of their authorised powers regarding the reporting and management of offences in accordance with the *Passenger Transport Act 1994*, the Passenger Transport Regulations 2024 and relevant departmental policies and procedures.

The role is responsible for the day-to-day management and supervision of an operational team, ensuring staff are effectively deployed and supported to deliver compliance, enforcement and customer service outcomes across the public transport network.

Located within in Public Transport South Australia (PTSA), a division within the Department for Infrastructure and Transport (the Department), the role is based at Dry Creek, Adelaide and requires regular travel across the public transport network operational locations.

PTSA is committed to providing well-connected and customer focused services for mass transit movements that can be delivered safely, efficiently and sustainably. In accordance with the Department's Strategic Plan and Transport Strategy, the Transit Compliance unit contributes to the broader work of the Department in providing a safe transport system, and ensuring the South Australian community is safe and confident when travelling.

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

- Coordinating and providing specialist support for large and complex operational or technical work programs, services and projects that are consistent with agency strategies, policies and priorities and deliver the Section's objectives.
- Providing supervision, guidance or training to operational staff, including in-field support, to facilitate the delivery of very large operational work programs, services and projects including coordinating complex work activities, resources and assets.
- Contributing to the delivery of a range of operational planning functions that support the achievement of the Section's objectives, including undertaking complex investigations and delivering expert input into reports and performance benchmarking.
- Contributing to the planning of operational work programs, services and projects and where required undertaking investigations and preparing reports and recommendations.
- Providing day-to-day performance leadership and supervision of Transit Compliance Officers, including setting clear expectations, monitoring performance and attendance, providing regular feedback and coaching, recognising good performance and addressing performance or conduct concerns in accordance with departmental policies and procedures.
- Monitoring individual and team performance against agreed operational objectives, compliance activities and service standards, including reviewing performance data, identifying trends and implementing appropriate actions to improve operational outcomes.
- Providing specialist operational advice, to internal and external stakeholders, including contributing to the delivery of program related or technical support and guidance to inform high level decision making and resolve complex issues.
- Contributing specialist technical or operational input into the development and implementation of policies, strategies, standards, guidelines and procedures that support the achievement of program or section goals and objectives.
- Attend court as a witness, as required, in connection with the prosecution of breaches of the *Passenger Transport Act 1994*.
- Contribute to a safe working environment by carrying out duties in accordance with the Rail Commissioner's Safety Management System.
- 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 satisfactory National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- A satisfactory Working with Children Check (WWCC) is required prior to employment and must be continuously maintained during throughout employment.
- Must be suitable to be appointed as a Prescribed Officer and Authorised Person in accordance with the *Passenger Transport Act 1994* and Passenger Transport Regulations 2024.
- Must be able to safely perform the inherent requirements of the role, including spending substantial periods of time on their feet, walking between locations, boarding and alighting buses, maintaining balance and mobility in a moving vehicle environment, and responding to operational situations in a timely manner.
- Ability to commit to a rotating shift roster including early morning, evening, weekend and public holiday shifts.
- Intra / interstate travel may be required as roles may be required to work at various locations within the State.

Educational qualifications / licenses

- Certificate III in Security Operations is desirable.
- A current South Australian Driver's Licence is essential and must be maintained throughout employment.

Technical capabilities

- Ability to interpret legislation and subordinate legislation in a compliance operational landscape.

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 in coordinating or contributing to the planning and delivery of a range of operational functions, inclusive of undertaking investigations, writing policies and procedures and utilising a high level of creativity and specialist field-based abilities.
- Works under limited direction and applies sound discipline knowledge to address technical or operational quality and risk management requirements, develop sound reports, succinct correspondence and solutions to complex operational problems.
- Significant experience in planning and managing the delivery of very large and complex operational programs, services, projects, processes, systems and resource management functions to meet business needs and strategies.
- Proven ability to work under limited direction and exercise managerial responsibilities for a very large trade or field-based work program or operation, including identifying and delivering operational performance outcomes and setting priorities to achieve objectives.
- Demonstrated experience in leading and supervising large work groups within a technical, operational or field service-based environment, including leading performance management and conflict resolution processes.
- Detailed knowledge of the quality and risk management requirements and functions of a technical services or operational program, including an understanding of the relevant Legislation and Regulations that impact on the functions of the role and the Agency.
- 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: _____

Executive Director, Public Transport South Australia

People, Culture and Capability Use Only	KNet ID: #25054566	ANZSCO code: 4422	Position number: #
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