

Transit Compliance Officer (OPS3)



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 Coordinator (OPS5)
	Direct reports:	0 FTEs

Role overview

Transit Compliance Officers are responsible for deterring anti-social behaviours and fare evasion by engaging with the community as a visible presence across contracted passenger transport services, responding to network disruptions and incidents, and the reporting of offences pursuant to the *Passenger Transport Act 1994* and the *Passenger Transport Regulations 2024*.

This role is located in Public Transport South Australia (PTSA), a division within the Department for Infrastructure and Transport (the Department) and will be based at Dry Creek, Adelaide. The role 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, Transit Compliance Officers contribute 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

- Conducting compliance and enforcement operational activities including joint operations with other departmental units and enforcement agencies, and responding to network disruptions and incidents as directed.
- Participate in small operational or technical work programs, services and projects that are consistent with agency strategies, policies and priorities and deliver the Section's objectives.
- Undertaking enforcement and deterrent action in relation to breaches of relevant passenger transport legislation, regulations and guidelines including issuing verbal and formal warnings, reporting for expiation notices under the act, and provide directions.
- Assisting with investigations, maintaining records and systems and contributing to the development of operational programs, services and projects.
- Deterring anti-social behaviours, crime, vandalism and fare evasion by way of visible presence across the passenger transport network.
- Report all offences detected and submit relevant reports in an accurate, timely manner and ensure all reports are of the highest standard for successful prosecution to take place.
- 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 II 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 1: Team member

Stream 1 roles would typically consist of individual contributors and team members (indicative classifications include ASO1-3, GSE2, PO1, OPS1-3, TGO0-1, TRA, CMW3-7, M8-11, WBT3-6).

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 ability to communicate effectively, succinctly and accurately with customers, internal and external stakeholders, and transport operators in a professional manner that supports the positive negotiation of outcomes and resolution of conflict and technical or operational issues.
- Listens and responds to customers by adhering to departmental systems, processes and policies ensuring communication is clear and concise, tactful and professional at all times.
- Proficiency in preparing formal written incident evidentiary reports and statements with a strong attention to detail to support prosecution services and functions.
- Sound communication skills, including the ability to liaise effectively with stakeholders, operators and customers in a professional manner that supports the positive negotiation of outcomes and resolution of conflict and technical or operational issues.
- Proven ability to work under limited direction, independently or as part of a team, identify performance outcomes, contribute to the planning and delivery of field-based work programs, set priorities, achieve objectives within deadlines and make timely and well-informed decisions.
- Experience in contributing a range of specific operational or technical skills and knowledge, respecting relevant legislation and quality and risk management requirements to support operational programs, services, projects and functions.
- 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: #24978098	ANZSCO code: 4422	Position number: #
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