

Role Description



Role title:	Classification:
Team Leader, ITC Call Centre	ASO4
Division/Business unit:	Reports to:
Finance, Digital and Customer Support / Concessions and Interpreting Services	Operations Manager

Role purpose:

The Team Leader, ITC Call Centre is a role within Concessions and Interpreting Services and is accountable to the Operations Manager for:

- Overseeing the efficient and effective operation of the Interpreting and Translating Centre (ITC) Call Centre to deliver high-quality services to clients.
- Leading and developing the capability of the ITC Call Centre team to ensure consistent performance and engagement.
- Building and maintaining positive relationships with ITC clients, staff and the casual workforce to support service delivery and operational excellence.

Key outcomes and accountabilities:

1. Oversee the ITC Call Centre to ensure continuous, high-quality 24/7 service delivery, monitoring performance against client satisfaction targets, internal KPIs, and service standards.
2. Lead, coach, and support Interpreting Services Officers to build capability, engagement, and productivity, fostering a positive and collaborative team culture while addressing performance and development needs.
3. Monitor and manage interpreter allocations to ensure the right skills are matched to client bookings, maintain compliance with internal procedures, and act as the primary escalation point for complex or high-priority client issues.
4. Develop and maintain strong partnerships with ITC clients, proactively identifying their needs, addressing concerns, and enhancing the reputation of ITC as a preferred service provider.
5. Collaborate with internal teams and external system providers to optimise interpreter and translator systems, ensuring functional improvements that enhance efficiency, usability, and accuracy for clients, staff, and casual workforce members.
6. Identify operational challenges and implement innovative solutions to streamline workflows, improve efficiency, and drive continuous improvement across service delivery, team processes, and client experience.
7. Provide backup support for general financial and administrative processes, ensuring all tasks are completed accurately, in a timely manner, and in accordance with departmental policies.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- The role requires availability outside normal office hours, as the officer is rostered to support 24-hour interpreting service provision.

Key Relationships/Interactions:

- Operations Manager (line manager)
- ITC staff
- Business Development and Support Team
- ITC Clients
- Casual Interpreters
- External System Providers
- Stakeholders/Community Partners

Budget/Delegations:

Level 5 HR delegations

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Supervision and Team Leadership** – Demonstrated ability to lead, supervise, and support a diverse team by managing performance, providing coaching, on-the-job training, and fostering capability development and engagement.
2. **Customer Service** – Commitment to delivering responsive, inclusive, and high-quality customer service, including the ability to handle complex enquiries and respond effectively to the needs of culturally and linguistically diverse clients.
3. **Operational Coordination** – Strong organisational skills with the ability to manage a busy front-line service, prioritise competing demands, and ensure team output aligns with service standards, operational objectives, and key performance indicators.

4. **Stakeholder Engagement** – High level interpersonal and written communication skills, with the ability to build and maintain effective relationships, collaborate with internal and external stakeholders, and influence outcomes.
5. **Problem Solving and Continuous Improvement** – Analytical and solutions focused, with the ability to identify operational issues, assess impacts, lead constructive discussions, and contribute to the improvement of systems, workflows, and processes.
6. **Initiative and Judgment** – Capacity to take proactive action, exercise sound judgment, and make decisions within established procedures and guidelines.
7. **Technology Proficiency** – Skilled in using Microsoft Office applications and purpose-built web-based systems to manage interpreting and translating workflows, with the ability to adapt to new technologies and system updates.

Qualifications:

Not applicable.

Key leadership competencies and expected behaviours at this classification:**Supports and implements strategic direction**

- ☒ Understands the big picture and contributes to the development of strategic direction for the BU.
- ☒ Assumes ownership of team goals and business objectives.
- ☐ Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- ☒ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- ☒ Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- ☒ Delivers results and improvements to meet team objectives.
- ☐ Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- ☒ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- ☒ Abides by the laws, regulations and policies determining team and individual role activities.
- ☒ Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- ☒ Monitors team/project performance and seeks feedback to guide improvements.
- ☒ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- ☒ Adds value to the BU by setting, reaching and encouraging high performance standards.
- ☒ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- ☒ Provides others with ongoing feedback and coaching for development.
- ☒ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- ☒ Embeds a strong customer service ethos by understanding needs.
- ☒ Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- ☐ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon.
- ☒ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- ☒ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- ☒ Engages in strategic relationships with internal and external stakeholders.
- ☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly.

Exhibits personal drive and professionalism

- ☒ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- ☒ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- ☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- ☒ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- ☒ Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- ☒ Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:

Assessed by: Anthony Halkias, HR Business Partner

A. Halkias

Date: 05/01/2026

Approved by: Julie Oliver, Acting Director, Concessions and Interpreting Services

Julie Oliver

Date: 30/12/2025