

Role Description



Role title:	Classification:
Program Manager, Concessions	ASO7
Division/Business unit:	Reports to:
Finance, Digital and Customer Support / Concessions and Interpreting Services	Manager, Concessions Programs

Role purpose:

The Program Manager is a role within Finance, Digital and Customer Support / Concessions and Interpreting Services and is accountable to the Manager, Concessions Programs for:

- Developing, implementing and reviewing strategic and operational practices for the delivery of State Government concessions to eligible South Australians ensuring compliance with legislative, regulatory and whole of government requirements.
- Leading and managing teams within the Concessions and Interpreting Services Unit to deliver high quality customer focused concession services and achieve operational objectives.
- Providing expert advice, fostering key stakeholder relationships and driving continuous improvement initiatives to support effective program delivery, service excellence and business outcomes.

Key outcomes and accountabilities:

1. Lead and oversee the operation of the ConcessionsSA program staff to a variety of programs with high volumes of customer enquiries and application processing.
2. Provide leadership, quality assurance and professional developmental opportunities to the customer service team.
3. Lead, manage, train and supervise a high performing team culture by leading, coaching and supporting staff to achieve and drive continuous improvement.
4. Monitor, evaluate and manage team performance to ensure service standards, productivity targets and customer outcomes are consistently achieved.
5. Develop and maintain effective relationships with energy, water and sewerage retailers to support the efficient delivery of State Government concessions.
6. Lead and contribute to complex, sensitive and high priority operational, policy and program matters by providing expert advice and facilitating effective outcomes.
7. Prepare high quality reports, briefs, correspondence and statistical analysis within required timeframes to support operational decision making and strategic objectives.

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.
- Some out of hours work may be required.

Key Relationships/Interactions:

- Manager Concessions Programs, CIS (Line Manager)
- Director, Concessions and Interpreting Services
- Managers, Team Leaders, Program Leaders and staff across Concessions and Interpreting Services
- Senior management and staff within the department
- Other government agencies, non government organisations (NGO's) and utility providers
- Community representatives and stakeholders through community engagement forums

Budget/Delegations:

\$50,000 financial delegation

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. **Best Practice and Business Continuity Experience** – Demonstrate experience in reviewing existing work practices, systems and procedures to identify opportunities for continuous improvement, quality assurance, risk mitigation and business continuity.
2. **Building Teams** – Develop and maintain effective working relationships while providing leadership, coaching, mentoring, and performance management to build high performing teams and achieve organisational objectives.
3. **Implement Projects and Programs** – Plan, implement, monitor, assess and evaluate projects and programs in collaboration with key stakeholders to achieve strategic and operational outcomes.
4. **Operational Management** – Develop and maintain operational standards, monitor performance, manager resources and ensure consistent delivery of quality customer services and business outcomes.

5. **Strategic Advice** – Provide conceptual and strategic advice to senior management, including the preparation of high quality briefs, submissions, reports and position papers on operational and policy matters.
6. **Stakeholder Engagement and Relationship Management** – Develop and maintain productive relationships with government agencies, utility providers, community organisations and other stakeholders to support the effective delivery of Concessions programs and services.

Qualifications:

Essential: Not Applicable.

Desirable: Not Applicable.

Key leadership competencies and expected behaviours at this classification:
Promotes strategic thinking and change

- ☒ Creates a shared vision and mission for the BU.
- ☒ Inspires and influences others to assume ownership BU goals.
- ☒ Leads teams in aligning their priorities within a broader organisational and political context.
- ☒ Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change.
- ☒ Identifies and analyses difficult and complex problems that have organisation-wide impact.

Achieves objectives

- ☒ Delivers results and improvements to meet BU objectives by translating ideas into concrete plans.
- ☒ Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs.
- ☒ Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous.
- ☒ Interprets and abides by the laws, regulations and policies determining BU activities.
- ☒ Takes accountability for team/BU success and manages others to achieve outcomes.
- ☒ Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement.
- ☒ Integrates technical expertise into the BU to achieve its objectives.

Leads business excellence

- ☒ Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives.
- ☒ Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met.
- ☒ Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching.
- ☒ Inspires innovation and ongoing learning, and plans strategically to meet BU goals.
- ☒ Drives outstanding customer service by enabling team members to anticipate client needs.
- ☒ Empowers others to use resources effectively.

Builds genuine partnerships

- ☒ Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals.
- ☒ Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions.
- ☒ Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion.
- ☒ Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels.
- ☒ Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders.
- ☒ Models inclusive behaviour and tailors communication style to meet the audience's needs.

Models personal drive and professionalism

- ☒ Maintains the highest level of integrity to embed ethical practice and organisation's values into the culture.
- ☒ Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.
- ☒ Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.
- ☒ Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.
- ☒ Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.
- ☒ Establishes expectations and models best practice wellbeing and safety behaviours.

Approval:

Assessed by: Anthony Halkias, HR Business Partner	<i>A. Halkias</i>	Date: 08/09/2026
Approved by: Olga Aoukar, Director, Concessions and Interpreting Services	<i>Olga Aoukar</i>	Date: 08/09/2026