

Role Description



Role title:	Classification:
Director, Concessions CARE Program	SAES Level 1
Division/Business unit:	Reports to:
Finance and Digital and Customer Support / Concessions and Interpreting Services	Director, Concessions and Interpreting Services

Role purpose:

The Director, Concessions CARE Program (CCP) is a role within Finance, Digital and Customer Support and is accountable to the Director, Concessions and Interpreting Services for:

- Delivering modern services for our communities by leading a major program of work to reform the CCP processes and systems to enable a contemporary customer experience supported by customised technology.
- Working in partnership with senior executives across State and Commonwealth government agencies and managing relationships with key contractors and third-party vendors to successfully deliver the CCP.
- Providing high level strategic advice to the program sponsor, program steering committee and other key stakeholders.
- Driving effective stakeholder management by establishing and maintaining effective working relationships with stakeholder agencies at a senior executive level.

Key outcomes and accountabilities:

1. Lead the establishment of the CCP by defining clear scope, accountabilities and working with the senior executives to establish the broader function.
2. Provide effective leadership of the CCP which will consist of a hybrid team with a blend of third-party suppliers, contractors, and government staff, including Concessions subject matter experts.
3. Ensure that program outcomes are successfully delivered on time, on budget and with minimal unforeseen operational impacts.
4. Effectively and efficiently manage financial, physical, and human resources associated with the CCP including identifying and mitigating risks and issues that may impact on the successful delivery of the CCP.
5. Drive transformation making use of an agile approach and leveraging emerging technology where applicable.
6. Maintain a strong focus in the program on improving the business processes and experience for external and internal Concessions customers.
7. Manage the performance of various contractors and third-party vendors to ensure that program outcomes are delivered, and costs are effectively controlled.
8. Develop and maintain technical and other required expertise to ensure services are delivered in accordance with legislative requirements and SA Government ICT and security standards.
9. Design an operating model and build expertise to enable the effective ongoing support of the new processes and systems post-implementation.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager

Key outcomes and accountabilities:

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.
- Out of hours work and some intra and interstate travel may be required.
- Must have eligibility to work in Australia.

Key Relationships/Interactions:

- Director, Concessions and Interpreting Services (line Manager)
- CCP Steering Committee
- Senior Staff and relevant staff within the Department of Human Services (DHS)
- Executives and Senior Managers across DHS
- Relevant staff across State and Commonwealth Government
- Digital Investment Fund Advisory Group within Department of Treasury and Finance

Budget/Delegations:

- Human Resources Delegations Level 3
- Financial Authorisation Level 3 - \$500,000

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. **Strategic Change and Transformation** – Demonstrated experience in leading complex business transformation and ICT system implementation programs, including the ability to convey a compelling and engaging vision of change including proven experience in co-designing customer experience and business transformation that is enabled, not driven by technology.

2. **Program Management** – Proven expertise in the use of effective program management methodologies and processes, including a blend of both Agile (iterative delivery) and other methods, with appropriate adherence to required governance.
3. **Stakeholder Engagement and Influence** – High level negotiation, influencing, enabling and collaboration skills that ensure the delivery of program outcomes.
4. **Service Delivery Management** – Strong understanding of data and integration methods and requirements, as well as CRM operating systems and service delivery requirements in a complex multi-client environment.
5. **Innovation** – Ability to foster a creative and dynamic environment that facilitates innovation and problem solving and drives efficiencies, a high-performance culture and excellence in service delivery.
6. **Executive Experience** – Experience in leading and developing through capability building and predicting and planning for future organisational needs, and leading business reform and cultural and organisational change in a proactive manner.
7. **Relationship and Partnerships** – Significant experience in engaging and collaborating with State and Commonwealth government agencies to negotiate priorities. Superior interpersonal skills and demonstrated success in forging successful collaborations and building effective working relationships, networks and partnerships.

Qualifications:

Essential: Bachelor degree in Business Administration, Project Management, Information Technology or related discipline or relevant experience.

Key leadership competencies and expected behaviours at this classification:
Shapes Strategic thinking and change leadership

- Creates a shared vision and mission for the BU/organisation.
- Inspires and influences others to assume ownership of organisational goals.
- Displays strategic thinking and planning to ensure the organisation moves towards its vision.
- Develops and oversees the implementation of change initiatives in a sometimes uncertain environment.
- Identifies and analyses problems, generates and evaluates alternative solutions and makes recommendations.

Achieves organisational results

- Drives for results while maintaining a focus on the BU and/or organisations strategic goals.
- Ensures priorities are clearly linked to both short term and long-term organisational objectives.
- Makes well informed, effective and timely decisions even when information is incomplete and ambiguous.
- Abides by the laws, regulations and policies determining public sector activities.
- Holds self and others accountable for own actions and for achieving quality, timely and transparent outcomes.
- Monitors the performance of the BU/organisation and seeks continuous improvement including a best practice approach to health, safety and wellbeing.
- Integrates technical expertise into the organisation to improve overall performance and delivery of organisational outcomes.

Drives organisational excellence

- Influence the success of outcomes by maximising organisational effectiveness, performance and sustainability.
- Anticipates and plans for future events, trends, problems and opportunities.
- Develops the ability of others to effectively perform and contribute to the organisation by providing ongoing feedback, coaching and opportunities for development and growth.
- Builds and manages the capability and expertise of the workforce to achieve organisational goals.
- Anticipates and meets the need of both internal and external clients. Delivers high quality goods and/or services.
- Carefully manages internal and external resources to ensure they are used efficiently to meet organisational objectives and the SA public sector strategic agenda.

Forges relationships and engages others

- Identifies the internal and external politics that impact the organisation. Has a clear perception of the political context and reality and acts accordingly.
- Approaches negotiations with a strong grasp of key issues and presents a convincing and balanced rationale.
- Identifies common ground to facilitate agreement and acceptance of mutually beneficial solutions.
- Manages and resolves conflicts and disagreements in a constructive manner. Encourages creative tension and differences of opinion.
- Gathers knowledge and shares information from a variety of sources, explores new ideas and different viewpoints, and promotes this culture throughout the organisation.
- Builds effective working relationships, networks and partnerships with internal and external individuals at all levels.
- Actively listens to others and responds in a clear, concise and diplomatic manner. Adapts communication style as appropriate.

Exemplifies personal drive and professionalism

- Models and promotes appropriate social, ethical and organisational standards in all interactions.
- Provides frank and fearless advice, and is prepared to make tough decisions to achieve desired outcomes.
- Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures either to fit a specific situation or in response to a changing organisational climate.
- Engages in regular critical reflection on feedback and experiences in the workplace and acts on these to facilitate professional growth.
- Capitalises on the positive benefits that can be gained from diversity. Uses understanding of differences to enhance the operation of the organisation.
- Values the health, safety and wellbeing of self and others by managing stress levels and work-life balance.

Approval:

Assessed by: Olivia Concesso, Lead HR Business Partner		Date: 01/09/2026
Approved by: Nick Ashley, Chief Financial Officer		Date: 31/08/2026