

ROLE DESCRIPTION

ROLE DETAILS	
Role Title: Program Manager	Agency: Defence SA
Classification: ASO7	Business Unit: Veterans SA
Position No: P24857	Location: Level 4, 151 Pirie St, Adelaide CBD
Type of Appointment: Ongoing	Date: 2 January 2025

ROLE DESCRIPTION APPROVAL	ACKNOWLEDGEMENT
Chief Executive / /	Occupant / /

ROLE CONTEXT	
Role Summary:	<p>The Program Manager, Veterans SA, is accountable to the Director, Veterans SA, for the planning, development, delivery, and evaluation of programs and initiatives aimed at supporting the veteran community.</p> <p>This role involves leading and managing a wide variety of programs relating to the defence and veteran community including designing and delivering policy-informed initiatives and coordinating project activities, ensuring alignment with the Veterans SA Strategic Outlook, Action Plans and across-Government goals and objectives.</p> <p>The Program Manager will apply initiative and extensive knowledge to ensure the successful implementation and management of Veterans SA's programs and initiatives.</p>
EXPERIENCE, KNOWLEDGE & SKILLS	
	<ul style="list-style-type: none"> • Recent program or project management experience. • Experience in community and stakeholder engagement strategies consistent with SAPS sovereign policies and/or IAP2 practices. • Experience in planning high quality community engagement and communications material. • Experience in developing and maintaining effective working relationships including with communities with complex needs and competing priorities. • Experience in planning written communication including speeches, media releases, social media and website content. • Ability to work under limited direction. • Ability to work under pressure to deliver by required deadlines, adapt to changing work requirements and embrace change.
Reporting / Working Relationships:	<ul style="list-style-type: none"> • Reports to the Director Veterans SA. • Works collaboratively to develop and deliver best practice, policy-informed programs for South Australia's veteran community. • Works closely with a broad range of government and non-government organisational representatives, industry leaders and veteran community representatives to support Veterans SA objectives. • In conjunction with the Director works with the Minister's Office in the provision of best advice and insights on Veterans SA programs and initiatives. • Works closely with the Marketing and Communications team to ensure development and delivery of best practice marketing, engagement and communications.

Special Conditions:	<ul style="list-style-type: none"> • Out-of-hours work will be required occasionally. • A current Class C (car) driver's licence is desirable. • A flexible approach to taking annual leave is required. • Intrastate and interstate travel may be required occasionally. • Will be required to participate in the agency's performance review processes
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KEY RESPONSIBILITIES AND INDICATIVE OUTCOMES

<p>The Program Manager will:</p> <ul style="list-style-type: none"> • Lead all programs, projects and events within the Veterans SA team, working closely with the Director and in collaboration with Policy Advisors to inform future strategies, monitor progress, address issues, and mitigate risks. • Lead the creation of a comprehensive engagement and consultation framework for programs, outreach and events relating to the Defence and veteran community that aligns with the agency's strategic aims and outcomes. • Lead and manage the planning and implementation of all Veterans SA events. • With the Director and Policy Advisors, work with key South Australian government agencies to inform programs and initiatives for veterans and their families. • Collaborate with identified South Australian-based agencies (federal, state and local) to enhance state government engagement in the transition process for veterans and their families. • Support the Director, Veterans SA, in Commonwealth engagement opportunities to improve cross-jurisdiction information sharing and collaboration on initiatives of mutual interest. • Promote opportunities for engagement with the Defence and veteran community with Defence SA staff and key South Australian-based organisations and stakeholders. • Identify opportunities, benefits, and risks associated with new and existing programs and initiatives relating to South Australia's Defence and veteran community. • In partnership with relevant state government agencies, develop fiscally prudent and evidence-based programs with clearly defined benefits for the South Australian veteran community.

CORPORATE RESPONSIBILITIES

<ul style="list-style-type: none"> • You ensure your own personal safety and that of your co-workers and other workers by maintaining awareness, complying with agency Work Health and Safety (WHS) procedures and instructions and obeying reasonable safety instructions issued by Defence SA. • You uphold the ethical behaviour and professional standards as contained in the <i>Public Sector Act, 2009</i> and the <i>Code of Ethics for the South Australian Public Sector</i>. • You utilise resources and information in a responsible and accountable manner and comply with all Defence SA financial, human resources, and other agency policies and procedures. • You participate in Defence SA's performance review process. • You maintain accurate and complete records of business activities in accordance with the <i>State Records Act, 1997</i>. • You implement and maintain security in line with whole-of-government and agency policies. • You demonstrate a commitment to supporting a culture of zero tolerance towards violence against women in the workplace and community. • You demonstrate a commitment to a culturally and inclusive workforce and to increasing opportunities for Indigenous Australians.
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CAPABILITIES & EXPECTED BEHAVIOURS

<p>Professional & Technical Knowledge & Experience</p> <p>Program Management</p>	<ul style="list-style-type: none"> • Lead design, development and ongoing management of the Veterans SA suite of programs and initiatives ensuring all activities aligns with the overall mission of Veterans SA and Defence SA. • Lead and provide comprehensive oversight by ensuring all programs, projects, outreach and events within the Veterans SA team are effectively managed, maintaining close collaboration with Policy Advisors to monitor progress, address issues, and mitigate risks. • Lead and manage the planning and implementation all Veterans SA events, leveraging the support of the Administration Officer to ensure seamless
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	<p>execution.</p> <ul style="list-style-type: none"> • Develop and maintain comprehensive project plans, ensuring all aspects of the project are well-documented and tracked. • Monitor the progress and success of Veterans SA's program strategy, providing quarterly reports to the Director on key achievements and areas for improvement. • Produce regular reports to the Director, both verbally and in writing, highlighting project status, issues, and challenges to ensure transparency and informed decision-making. • Manage all aspects of allocated projects, ensuring on-time, within-scope, and on-budget delivery by anticipating challenges and implementing solutions. • Lead risk and issue management processes, identifying potential risks early and developing mitigation strategies to minimise impact. • In consultation with the Director Veterans SA, address issues promptly and effectively, ensuring they do not hinder project progress or outcomes. • Lead oversight and monitoring of project budgets and expenditure, ensuring financial resources are used efficiently and effectively to achieve project goals. • Oversee and liaise with contracted third parties, ensuring they meet agreed outcomes and contribute effectively to project goals. • Manage contractors to ensure they deliver agreed outcomes, maintaining high standards of performance and accountability.
<p>Engagement & Consultation</p>	<ul style="list-style-type: none"> • Lead the creation of a comprehensive engagement and consultation framework for South Australia's Defence and veteran community aligned with the agency's strategy, aims and outcomes. • Aid in the creation and management of strategies to increase Veterans SA's audience and raising awareness of the agency within the community. • Lead and manage stakeholder mapping, identifying key stakeholders, and developing tailored engagement strategies. • Conduct thorough stakeholder analysis to understand their interests, influence, and needs, ensuring the framework addresses these aspects effectively. • Prepare and oversee detailed event and activity plans, ensuring all logistics are covered and objectives are clearly defined. • Conduct impact assessments to evaluate the effectiveness of engagement activities and their contribution to strategic goals. • Identify unique and ad-hoc engagement and consultation opportunities that can enhance the agency's reach and impact. • Develop innovative approaches to engagement that leverage new technologies and methodologies to connect with stakeholders more effectively. • Work closely with government agencies and ministerial offices to ensure alignment of Veterans SA's initiatives with broader governmental policies and objectives.
<p>Communication & Relationship Management</p>	<ul style="list-style-type: none"> • Support the ongoing development of Veterans SA's strategic outlook and action plans, incorporating feedback and insights from engagement and consultation with the Defence and veteran community. • Working with the Veterans SA Policy Advisors, conduct regular reviews of Veterans SA's annual Action Plan, advising the Director on updates necessary to reflect current program priorities and goals. • Demonstrated ability to proactively identify and engage with required stakeholders. • Well-developed interpersonal, communication and negotiation skills with exceptional ability to develop and maintain strong relationships with stakeholders, exercise independent judgment and apply sound problemsolving and decision-making skills within a fast-paced dynamic environment. • Demonstrated ability to utilise confidentiality, diplomacy, discretion and to work with astuteness in a politically sensitive environment. • Highly developed written communication skills that enable effective and appropriate communication with a variety of audiences.

	<ul style="list-style-type: none"> • Excellent skills in understanding and communicating complex information in a clear and concise manner, both verbally and in writing. • Adapts approach and style to match the audience and the situation. • Demonstrates cultural sensitivity in engaging and communicating with communities with complex needs. • Achieve business outcomes by working collaboratively with internal and external stakeholders to achieve business outcomes and objectives that align with Veterans SA and Defence SA strategies. • Foster a collaborative environment within the team, encouraging open communication and teamwork to achieve shared goals.
Leadership	<ul style="list-style-type: none"> • Acting as a role model and demonstrating the South Australian Public Service values • Actively promoting the understanding and pursuance of the vision and strategic aims and outcomes of Veterans SA. • Represent Veterans SA at external government and community events and activities. • Support the Director Veterans SA in continuing to build a culture of curiosity, creativity and courage to the ultimate benefit the veteran community. • Develop and accomplish shared goals by taking an active role in the team and contributing ideas, knowledge and expertise • Exercises tact and tolerance in team interactions to promote effective working relationships.
Strategic Focus	<ul style="list-style-type: none"> • Understands the organisation's strategic direction and objectives.

QUALIFICATIONS	
Essential	<ul style="list-style-type: none"> • Nil
Desirable	<ul style="list-style-type: none"> • Post-secondary or tertiary qualification in project management or related discipline. • IAP2 or other recognised stakeholder engagement discipline certification.