

Role Description



Role title:	Classification:
Briefings Officer	ASO4
Division/Business unit:	Reports to:
Office of the Chief Executive and Governance	Senior Briefings Officer

Role purpose:

The Briefings Officer is a role within the Office of the Chief Executive and Governance and is accountable to the Senior Briefings Officer for:

- Administration and coordination of briefings and correspondence for Ministers and the Chief Executive.
- Ensuring appropriate recording and monitoring of briefings and correspondence for Ministers and the Chief Executive.
- Providing timely advice on Ministerial and Chief Executive briefing and correspondence processes to be utilised across the department.
- Administration and coordination of records management and approvals relating to briefings and correspondence.

Key outcomes and accountabilities:

1. Administer and coordinate Ministerial and Chief Executive briefings, correspondence, and other requests for information from request through to submission and approval in line with timeframes.
2. Ensure all Chief Executive and Ministerial Briefings, correspondence and supporting documentation meet quality standards before they are submitted for strategic review and approval.
3. Monitor and report on completion of briefings, correspondence and information requests, where requested by the Minister's office and on behalf of the department.
4. Provide comprehensive, authoritative, and timely advice to a range of stakeholders across the department with respect to Ministerial and Chief Executive briefing and correspondence requirements, documents, and processes.
5. Work collaboratively to develop effective working relationships with peers, staff, and stakeholders to deliver quality and timely communication services in response to confidential, sensitive and urgent matters.
6. Contribute to the establishment of processes to capture feedback from stakeholders and contribute to the ongoing improvement of the briefing and correspondence coordination process.
7. Maintain accurate records relating to Ministerial and Chief Executive correspondence and briefings within the department's records management systems.
8. Respond to tight deadlines and matters of a critical or complex nature under limited direction.

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.

Key Relationships/Interactions:

- Senior Briefings Officer (line manager)
- Advisers within the Office of the Chief Executive and Governance
- Director, Office of the Chief Executive and Governance
- Staff of the Ministers Office
- Executive Directors, Directors and staff within DHS involved in briefings and correspondence

Budget/Delegations:

No budget or HR delegation accountabilities for this role.

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. **Briefing and Correspondence Experience** – Experience in administering and coordinating Ministerial and Chief Executive briefings, correspondence and other requests for information from request through to submission and approval.
2. **Initiative and Problem Solving** – Take prompt action to solve problems, act on own judgement without prompting, look to go beyond job requirements to achieve objectives, analyse problems and think creatively to negotiate and implement sound solutions.
3. **Task Management** – Ability to determine priorities, manage complex and competing priorities and develop effective resolutions both individually and through working with others.
4. **Accountability and Decision Making** – Take responsibility for and can demonstrate justifiable reasons for actions and decisions. Make decisions within area of responsibility, evaluating all available information and taking action in line with organisational policy and values.
5. **Multi-disciplinary Teamwork** – Effectively communicate and work with people from diverse professional backgrounds and work as a team member to provide a holistic standards professional service.
6. **Analyse Problems** – Demonstrate ability to analyse problems, initiate constructive discussion and debate and to assess and differentiate between actual and desirable outcomes.

Qualifications:

Essential: 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: Mia Sarcina, Graduate Officer		Date: 16/04/2026
Approved by: Bel Marsden, Office of the Chief Executive and Governance		Date: 16/04/2026