

Role Description



Government
of South Australia

SA Housing Trust

Role title	Business Coordinator		
Directorate	Customers and Services		
Business unit	Various		
Reports to	Regional/Senior Manager or Director	Classification	ASO5

Role Summary

The Business Coordinator is accountable for managing the resources and delivery of administrative services including budget management, human resource management, office facilities, accommodation, business continuity and emergency management functions, developing and coordinating change initiatives in a regional/ business unit setting, and managing the business services team (where present).

Our Organisation

We are a modern, professional, effective, and high performing organisation that is a leader in customer service, innovation and partnerships within the housing, finance and services sectors.

We have dedicated staff who are proud of the difference our organisation makes and passionate about improving housing opportunities and outcomes, through several metropolitan and country locations around South Australia.

Our employment practices value **diversity and inclusion** and we welcome employees with a mix of background, characteristics, experiences, professional skills and perspectives.

Our Division

Customers and Services works in partnership with the social housing sector to deliver statewide homelessness and emergency accommodation services, access to private rental housing and tenancy and specialist services for public housing customers.

We are part of the broader housing and homelessness system, determined to drive outcomes that increase the independence of our customers and achieving their own long- term housing aspirations.

Primary outcomes and responsibilities

Manage and plan administrative services including continuous improvement in financial, workforce management, and other business support functions.

Prepare timely financial reports, analyse variations between actual and budget results, evaluate budget performance provide expert advice on financial and activity performance, develop and implement responsive strategies for discussion and implementation.

Provide advice to the Regional/ Senior Manager on the area of responsibility and contribute towards the development of management strategies to meet regional/ business unit and corporate goals by developing business plans and local policy.

Contribute as a member of the management team to the development and implementation of policies, plans and procedures.

Coordinate the development, implementation and evaluation of business systems and structures to facilitate and support the business operational objectives.

Develop and maintain effective personnel management practices within the region/ business unit, including selection, staff development and performance management.

Provide advice to the management team regarding human resources policies, guidelines, awards and conditions, in consultation with Human Resources.

Undertake project work to develop consistency and improve practice.

Contribute to the development and management of the regional/ business unit Business Continuity Plans in collaboration with the management team.

Facilitate and implement relevant emergency management protocols in liaison with the SA Housing Trust Emergency Management team.

Develop and maintain strong links and liaison with SA Housing Trust staff to facilitate appropriate integration of objectives and expectations in policies and programs.

Build effective networks and partnerships with internal and external stakeholders including SA Housing Trust Human Resources and Workforce Health and Safety.

Engage with and participate in strategic committees and workgroups to continually improve collaboration opportunities.

Develop and maintain productive relationships with external and internal stakeholders to improve service outcomes for customers.

Participate in the planning and decision-making processes of the region/ business unit by providing an advisory service to the Regional/ Senior Manager and other senior staff on administrative and financial matters.

Provide direction, guidance, support and supervision to staff within the region/ business unit's Business Services team.

Contribute to a work environment where staff are led, challenged and stretched to develop their competence and encouraged and provided with opportunities for professional development.

Contribute to strategic leadership and business planning across SA Housing Trust.

Maintain compliance with workplace and other related legislative requirements.

Corporate responsibilities

Support and advocate Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under-represented groups.

Model ethical behaviour and practises consistent with SA Government Code of Ethics for Public Sector Employees.

Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG).

Understand and follow safe work practices, identify and report all hazards, take reasonable care of own safety and that of others and contribute to safety and wellbeing improvement.

Monitor the wellbeing and safe work practices of workers and team/unit to ensure a risk-based approach to safety in the provision of services/operations, including ensuring prompt reporting and timely investigation of all risks.

As a White Ribbon Accredited workplace, SA Housing Trust has a zero tolerance towards violence in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Housing Trust regarding acceptable workplace behaviour.

A genuine commitment to Reconciliation and achieving the actions set out in our Reconciliation Action Plan and to creating an environment that is inclusive, respectful, free from racism and culturally safe.

Special conditions

Successful applicant will be required to satisfactorily complete a National Police Clearance prior to being employed.

The successful applicant may be required to hold a current Australian issued Drivers Licence, which must be maintained.

Some out of hours work may be required upon activation of the Emergency Relief Functional Support Group.

Intrastate travel across metropolitan, country and remote South Australia, including overnight absences, may be required.

Working relationships

Regional/Senior Manager or Director (direct manager)

Operations Manager, Regional Response Team Manager and Regional / Program Team Leaders

Senior and Program Managers within Customer Specialisation and their teams (as required)

Access, Intake, Place Management, Regional Response and Specialist Program delivery teams

Finance and Human Resource Business Partners

Interacts with other SA Housing Trust business units that support business activities for Customers and Services

Tenant/client advocacy groups

Community groups

Local, State and Federal Government Departments, public utilities, and other Non-Government agencies

Selection criteria (knowledge, skills, aptitude and experience)

Demonstrated experience in reviewing existing work practices, systems and procedures in pursuit of best practice opportunities.

Ability to provide effective management and supervision of staff (where appropriate), resolve conflict, provide practical advice on a wide range of practices, lead by example and to contribute to the team's professional development.

Ability to 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.

Demonstrated experience of customer services, financial management, human resources and general management practices and principles.

Ability to develop and maintain relationships and partnerships internally and with relevant external organisations to improve services outcomes for customers.

Qualifications	Essential or desirable
Nil	

South Australian Public Sector Values

<p>Service </p> <p>We proudly serve the community and Government of South Australia</p>	<p>Professionalism </p> <p>We strive for excellence</p>	<p>Trust </p> <p>We have confidence in the ability of others</p>	<p>Respect </p> <p>We value every individual</p>
<p>Sustainability </p> <p>We work to get the best results for the current and future generation of South Australians</p>	<p>Collaboration & Engagement </p> <p>We create solutions together</p>	<p>Honest & Integrity </p> <p>We act truthfully, consistently and fairly</p>	<p>Courage & Tenacity </p> <p>We never give up</p>

Approved date	N Tuffnell, 4 March 2026
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