

# Role Description



<b>Role title:</b>	<b>Classification:</b>
Senior Compliance and Enforcement Officer	ASO7
<b>Division/Business unit:</b>	<b>Reports to:</b>
Ageing, Disability Policy and Safeguarding / Retirement Villages Unit	Manager, Retirement Villages Unit

## Role purpose:

The Senior Compliance and Enforcement Officer is a role within Office for Ageing Well and is accountable to the Manager, Retirement Villages Unit for:

- Leading compliance and enforcement activities under the *Retirement Villages Act 2016* (the Act) and applying appropriate enforcement responses in line with statutory powers and Departmental frameworks.
- Leading the development, implementation, and monitoring of the Retirement Villages Enforcement Framework.
- Conducting complex and high-quality investigations, including gathering and analysing evidence, assessing compliance risks, preparing investigation reports, and making recommendations regarding enforcement action.

## Key outcomes and accountabilities:

1. Lead the design and implementation of the Retirement Villages Enforcement Framework to ensure a consistent approach to compliance and enforcement across all stakeholder groups.
2. Conduct assessments of complaints and intelligence, reviewing documentation, undertaking analysis, and determining whether statutory thresholds are met for formal investigation or enforcement action.
3. Lead and undertake complex investigations, including obtaining and analysing evidence, interviewing parties, assessing breaches, and preparing comprehensive, impartial briefs that can withstand executive, ministerial, legal, and judicial scrutiny.
4. Collaborate with stakeholders in a regulatory context, providing clear advice on compliance expectations, outlining enforcement pathways, and supporting strategies to promote and maintain adherence to legislative requirements.
5. Identify, research and analyse systemic or emerging regulatory issues, including reviewing business practices, interpreting legislative provisions, and contributing to policy, procedural and legislative improvements to strengthen regulatory outcomes.
6. Prepare high-level written material, including ministerial correspondence, regulatory notices, briefs, requests for legal advice, investigation outcomes, and detailed reports on the operation and effectiveness of the Act.
7. Maintain high-quality records, case files and evidence management systems, ensuring all regulatory actions comply with statutory, probity, privacy and departmental standards.

*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 functions/investigations are undertaken in home and community settings, requiring flexibility for some out of hours work and intrastate travel.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.

**Key Relationships/Interactions:**

- Manager Retirement Villages Unit (line manager)
- Retirement Villages Registrar
- Retirement Villages Compliance Officer
- Other Retirement Village Unit staff
- Office for Ageing Well leadership team and staff
- Crown Solicitors' Office
- Internal and external stakeholders including residents and operators of retirement villages.

**Budget/Delegations:**

Level 5 HR Delegations.

**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. **Legislative and Regulatory Expertise** - Demonstrates advanced knowledge of the *Retirement Villages Act 2016*, and interprets complex legislation and policy, applies statutory powers, evaluates regulatory procedures, and provides authoritative advice to support consistent and effective enforcement of the regulatory framework.

2. **Relationships and Partnerships** - Builds and maintains productive working relationships with internal and external stakeholders, engaging confidently with operators, residents, legal representatives and other agencies to communicate compliance expectations, resolve issues, and support improved regulatory outcomes.
3. **Investigation and Enforcement Capability** - Experience in undertaking complex investigations into alleged non-compliance, gathering, analysing, and documenting high-quality investigative material that supports sound, defensible enforcement decisions.
4. **Analytical and Reporting Skills** - Analyses and integrates information from complaints, intelligence, documentation and evidence to form accurate regulatory assessments, high-level written reports, briefs and recommendations that support enforcement decision-making and contribute to continuous improvement of the regulatory framework.
5. **Management Experience** - Utilise management experience to provide effective management and supervision of staff, lead by example to influence outcomes and contribute to the team's professional development.
6. **Time Management** - Demonstrates strong organisational and time-management skills, managing competing priorities and complex caseloads in a dynamic regulatory environment. Exercises sound judgement, works both independently and collaboratively, and ensures timely and effective progression of compliance and enforcement activities.

#### Qualifications:

**Desirable:** Industry or tertiary qualifications relevant to the role or equivalent experience including investigations, audit or compliance related experience or qualifications.

**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: James Johnson, Human Resources Business Partner		Date: 13/04/2026
Approved by: Sarah White, Director, Office for Ageing Well		Date: 13/04/2026