

Role Description



Role title:	Classification:
Business Systems and Applications Manager	ASO8
Division/Business unit:	Reports to:
Disability and Specialised Services/ Corporate Services and Client Engagement	Director, Corporate Services and Client Engagement

Role purpose:

The Business Systems and Applications Manager is a role within Disability and Specialised Services (DaSS) and is accountable to the Director, Corporate Services and Client Engagement for:

- Leading the strategic management and continuous improvement of Disability and Specialist Services (DaSS) information and communications technology (ITC) applications to enable secure, compliant and efficient service delivery.
- Providing expert leadership in the design, delivery and governance of digital solutions, data analytics and system architecture aligned to the DaSS Strategic Plan and SA Government ICT principles.
- Leading the Business Systems and Applications team to deliver fit for purpose systems, data and digital solutions that enable evidence-based decision making and support DaSS operational and strategic priorities.

Key outcomes and accountabilities:

1. Provide strategic oversight and leadership of DASS business systems and applications, ensuring they are planned, governed and continuously improved to support organisational priorities, service delivery and whole-of-government directions.
2. Partner with key leads across DaSS to identify, analyse and define business requirements, translating complex needs into effective, client-centred digital and information solutions that improve business processes and outcomes.
3. Lead the end-to-end delivery of complex ICT and digital projects, applying appropriate project and change management practices to achieve agreed outcomes and benefits.
4. Lead the design, integration and ongoing stewardship of DaSS business systems architecture, applying contemporary tools and logic models to ensure systems are sustainable, compliant and fit for purpose.
5. Oversee the development and delivery of high-quality data, analytics and reporting that provides timely, accurate and meaningful insights to support evidence-based decision-making by senior leadership and the Executive.
6. Ensure business systems and applications operate within relevant governance, security and licensing frameworks through monitoring, audits and reporting, proactively identifying and managing risks and compliance obligations.
7. Lead and develop the Business Systems and Applications team, fostering an inclusive and high-performance culture, while building strong relationships with internal stakeholders, vendors and cross-government partners to deliver strategic ICT outcomes.

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.
- 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.
- Occasional intrastate travel may be required
- Will be required to work across various DASS sites.

Key Relationships/Interactions:

- Director, Corporate Services and Client Engagement (line manager)
- Senior Leadership and staff across Disability and Specialist Services
- DHS leaders and staff
- External vendors and suppliers
- Other SA Government agencies

Budget/Delegations:

Level 4 Financial Authorisations/ Level 4 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. **Business Systems and Applications Knowledge** – Extensive experience in leading the delivery of customised business systems and applications that support departmental priorities and align with strategic objectives and outcomes.
2. **Project Leadership** - Experienced in overseeing the end-to-end delivery of digital and technology projects, including governance reporting, procurement processes, stakeholder engagement and risk management using a recognised project management methodology.
3. **Strategic Leadership** - Track record of leading teams and initiatives in high-pressure, fast-paced environments by applying strategic thinking, agility, and collaborative leadership to deliver results aligned with organisational goals.

4. **Change Management** - Extensive experience in best practice change management methodologies, including the design, development, and execution of change planning, programs, polices, process solutions and evaluation.
5. **Business Analysis** - Proven expertise in conducting detailed business process analysis, mapping current and future states, and producing high-quality documentation such as functional specifications, user stories, and change impact assessments.
6. **Stakeholder Management** - Demonstrated ability to build and maintain effective relationships with internal and external stakeholders, using influence and negotiation to align priorities, manage expectations, and drive shared outcomes across technical and business domains.
7. **Client Engagement and Compliance** - Demonstrated capability to engage clients through effective co-design and client-centred approaches, while applying a strong compliance and assurance lens to ensure services are delivered in line with legislative, policy and governance requirements.

Qualifications:

Essential: Not applicable

Desirable: Tertiary qualification in a relevant discipline OR equivalent level of expertise gained from a combination of experience, training or professional accreditation.

Key leadership competencies and expected behaviours at this classification:

Promotes strategic thinking and change

- Creates a shared vision and mission for the BU.
- Inspires and influences others to assume ownership BU goals.
- Leads teams in aligning their priorities within a broader organisational and political context.
- Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change.
- Identifies and analyses difficult and complex problems that have organisation-wide impact.

Achieves objectives

- Delivers results and improvements to meet BU objectives by translating ideas into concrete plans.
- Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs.
- Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous.
- Interprets and abides by the laws, regulations and policies determining BU activities.
- Takes accountability for team/BU success and manages others to achieve outcomes.
- Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement.
- Integrates technical expertise into the BU to achieve its objectives.

Leads business excellence

- Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives.
- Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met.
- Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching.
- Inspires innovation and ongoing learning, and plans strategically to meet BU goals.
- Drives outstanding customer service by enabling team members to anticipate client needs.
- Empowers others to use resources effectively.



Builds genuine partnerships

- Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals.
- Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions.
- Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion.
- Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels.
- Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders.
- Models inclusive behaviour and tailors communication style to meet the audience’s needs.

Models personal drive and professionalism

- Maintains the highest level of integrity to embed ethical practice and organisation’s values into the culture.
- Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.
- Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.
- Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.
- Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.
- Establishes expectations and models best practice wellbeing and safety behaviours.

Approval:

Assessed by: Madeline Yee, Lead HR Business Partner		Date: 21/04/2026
Approved by: Tammy Moffat, Director Corporate Services and Client Engagement		Date: 21/04/2026