



Role Statement

Position title:	Team Leader – Application Development	Position no:	TBC
Classification:	ASO7	Review date:	January 2026
Directorate:	Planning and Building		
Business unit:	PlanSA		

About us

Our department's primary objective is the delivery of homes and housing options for South Australians. In response to the national housing crisis, we are committed to accelerating the build of a diverse range of housing options. We strive to find solutions to the urgent demand for housing security.

Our mission focuses on coordinating various portfolios related to housing, housing infrastructure, urban development, and planning. By ensuring sound decisions and efficient management, we strive to create sustainable, well-planned communities offering safe and affordable housing options.

Planning and Land Use Services (PLUS) a directorate of the Department for Housing and Urban Development is an innovative and impactful team of land and built environment professionals that manage the planning and land use systems and policy tools for the state. This includes strategic planning, growth management, design and land use services – all with a focus on creating more vibrant, diverse and engaging places for our communities to thrive.

Join us in our endeavour to address one of the most pressing challenges of our time and make a tangible difference in the lives of our community.

OUR VALUES: Professionalism | Service | Respect | Courage and Tenacity | Collaboration and engagement | Trust | Sustainability | Honesty and Integrity |

About this role

The Team Leader – Application Development is a member of the Plan SA Delivery team and is accountable to the Delivery Manager, Plan SA. As the Team Leader – Application Development, you will drive the leadership and management of the Application development team for South Australia's ePlanning system. With a strong platform already in place, your focus will be on maximising its value, enhancing operational efficiency, and fostering a collaborative team environment. You'll be responsible for shaping application development strategy, setting clear goals, and ensuring solutions are robust, secure, and aligned with business priorities. This role requires a blend of technical expertise and strong leadership skills to guide teams and projects successfully.

You will undertake a variety of activities including but not limited to:

- Leading the PlanSA Application development team in undertaking analysis, design, development, unit testing, and deployment of enhancements and fixes.
- Collaborating with business analysts to understand the business needs and ensuring the system meets those needs.
- Collaborating with the QA team to ensure quality solutions are delivered
- Leading, developing and fostering a positive work culture which is based on DHUD's values and promoting customer service, learning and development, safety, and welfare of employees, acknowledging differences, and encouraging creativity and innovation.
- There are direct report(s) to this role.

The PlanSA ePlanning system comprises of multiple sub-systems including:

- Development Application Processing System (DAP)
- Plan SA Portal
- Planning Information Exchange
- Online Planning & Design Code
- Online Consultation
- Document Management System
- Operational Data Store

Who will you work with

- Reports to Delivery Manager PlanSA
- PLUS Directors
- Internal and External Stakeholders
- IT service providers within state governments and external private providers

Conditions

- Some out of hours' work may be required.
- As part of the ordinary hours of work, you may be regularly rostered to work outside the span of 8am to 6pm Monday to Friday inclusive.
- Some intra state, international and interstate travel may be required.
- Required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.
- Compliance with Government legislation, Code of Ethics for the SA Public Sector, Departmental policies and procedures, including information management, WHS and injury management, risk management, and the access / equity / diversity strategies of the public sector.
- Required to obtain a National Police Check prior to employment. A renewal will be required every 3 years.

What you will do

Key responsibilities

Leadership and Management of Direct Reports

Specified duties

- The Team leader – Application Development is a member of the PlanSA leadership team.
- Lead, develop, and mentor staff
- Positively engage with the team, providing leadership, encouragement and purpose.

Performance indicator/ measurement

- Performance review fully completed for each direct report.
- Team is developed and encouraged and highly skilled to meet work objectives and performance indicators.

Implement IT systems and Solutions to deliver business process improvements

- Supervise, train and guide staff, coordinate resources, and ensure the standard of work quality, service delivery and/or compliance with regulations, codes, and specifications meets the PlanSA objectives.
- Manage performance reviews, identify training and development needs and manage and implement the ongoing dedicated training and professional development of team member(s).
- Champion a culture of continuous improvement and innovation
- Track KPIs and report progress to senior leadership
- Implement, co-ordinate and deliver the PlanSA enhancement roadmap in alignment with business objectives
- Adhere to industry best practices, ensuring compliance with SA government Cyber security framework, and managing conflicting priorities.
- Analyse, design, develop, and implement system solutions across a complex technology environment ensuring that the system performance is optimised.
- Conduct code reviews and enforce best practices in development.
- Performance issues promptly and appropriately addressed to ensure work value and outcomes are maintained.
- Ensure compliance with the Plan SA Enterprise Architecture Framework, incorporating SA Government ICT compliance and other critical requirements including cyber security (SACSF) and accessibility.
- Delivery of systems/solution components ensuring deadlines are met.
- Identify areas for system/process improvement.

- Collaborate with the Plan SA Technical Lead/Architect and Delivery manager to ensure the team adhere to the Plan SA Enterprise Architecture framework and principles including SA government ICT Compliance and cyber security requirements.
- Maintain PlanSA technical documentation.

Manage and support the PlanSA ePlanning systems

- Lead, manage, support and maintain the ePlanning system, by investigating and resolving IT application-related incidents in a timely and efficient manner in line with business expectations and requirements.
 - Proactive monitoring and triage critical incidents and problems.
 - Resolution of ePlanning system related issues, and to provide detailed documentation along with it.
 - Provision of datasets required for the building of enhanced monitoring and management reporting
 - Conduct root cause analysis and document problems, incidents and resolutions.
 - Provide timely communication to PlanSA leadership on the status of the service requests, incidents, and changes and provide relevant documentation.
 - Design and maintain Dashboard Management Tools to enable efficient monitoring of Plan SA system health.
 - Assist Plan SA Service Desk to provide quality customer service through efficient delivery of IT solutions.
- System downtime is minimised.
 - Technical issues are dealt with in a timely manner.
 - Technical issues are escalated appropriately.

Contribute to Culture

- Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace;
- Embrace and encourage diversity and cultural differences in the workplace.
- Work practices are safe and WHS legislation, policies and procedures are implemented;
- Respectful behaviour observed when faced with diversity/differences in opinion.

The capabilities you will bring

Technical expertise

- 3+ years experience in application development, in particular with Appian
- Solid technical experience in coding skills (Appian, other programming languages, e.g.Java), CI/CD pipeline build and automation e.g. using Powershell
- Strong understanding of systems integration, APIs, and cloud platforms, including Amazon Web Services and Azure Cloud Services.
- Well-developed knowledge in scripting languages ie: Python, JavaScript.
- Ability to lead delivery of software solutions aligned to business outcomes.
- Sound knowledge of GIS systems.
- Knowledge of SA Government IT policy objectives, processes, agency structure and functions (Desirable).
- Knowledge of DHUD-specific and South Australian Government protective security policies, principles and standards.
- Appian Certified Senior Developer (Desirable)

Personal abilities

- Demonstrated ability to develop and manage performance indicators and drive technical improvements to deliver business benefits

Experience

- Demonstrated communication skills with both business and technology audiences
- Proven ability to think creatively and laterally, analyse information, identify issues and use sound judgement to solve problems and address difficult and complex issues and situations.
- Demonstrated ability to build and maintain strong relationships to resolve conflict and negotiate to deliver effective and timely solutions in complex environments.
- Strong leadership and management skills, with the ability to motivate and inspire a team
- Excellent problem-solving, communication, and stakeholder management skills.
- Excellent communication and presentation skills, with the ability to translate complex data into clear and actionable insights.
- Ability to work effectively in a fast-paced, dynamic environment, managing multiple priorities and meeting deadlines
- Demonstrated experience leading technical staff, in accordance with industry best practice processes and quality standards.
- Demonstrated experience in using software development methodologies (SDLC and/or Agile)
- Demonstrated experience in development in Appian (Desirable)
- Demonstrated experience in monitoring, diagnosing and resolving issues