

Role Description



Government
of South Australia

SA Housing Trust

Role title	Senior Administrative Officer		
Directorate	People and Strategy		
Business unit	Office of the Chief Executive		
Reports to	Senior Freedom of Information Officer	Classification	ASO3

Role Summary

The Senior Administrative Officer is a role within the Office of the Chief Executive and is accountable to the Senior Freedom of Information Officer (FOI) for providing comprehensive and efficient administrative support to the FOI team, including dealing with confidential and highly sensitive information, and maintaining effective records management processes and systems.

The position is the organisation's liaison point for internal review (appeals) matters proceeding to the South Australian Civil and Administrative Tribunal (SACAT), coordinates South Australian Housing Trust (Trust) representation at SACAT hearings, and prepares documents for SACAT external reviews of Trust decisions.

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

The People and Strategy division is responsible for defining the long-term strategy for the Trust. Strategic planning will be informed utilising multiple appropriate data sets to identify and close gaps within the housing system.

The division supports the Trust to transform to the future desired state through the creation of appropriate business plans, systems and enabling ICT infrastructure and progress reporting. To drive strategic change, the division has key responsibility for business analytics, system strategy, critical project management, change management, communications and people plans.

Recognising our greatest assets are our people, the division will work collectively to integrate actions and activities to enabling a culture of excellence by leading strategies for organisational design, staff engagement, performance, development, well-being and safety.

Primary outcomes and responsibilities

Provide a wide range of effective and efficient administrative support services to the Freedom of Information (FOI) team, including maintaining accurate and appropriate records in line with the Records Management policy.

Liaise with the South Australian Civil and Administrative Tribunal (SACAT) and Trust staff in relation to customer-initiated appeals/external reviews and make arrangements for hearings, prepare documents, and respond as required.

Correspond with customers to serve the suite of documents lodged on behalf of the Trust with SACAT.

Prepare correspondence including letters, briefings, and emails to customers.

Assist with processing FOI applications, Section 35 documents for SACAT hearings, and information requests.

Exercise judgement in gathering information and assessing documents for FOI applications, as well as ensuring necessary redaction of information prior to provision of documents to the customer.

Apply Information Sharing Guideline and relevant policies and procedures in the provision of information requested by other government departments or organisations and escalate complex matters as may be necessary.

Contribute to the establishment, maintenance and review of procedures and work practices that support ongoing improvement

Prepare departmental files, and prepare and organise documents on the Trust's electronic records management system

Maintain confidentiality when handling sensitive and complex matters in information requests

Maintain effective relationships and networks with peers, staff, and internal and external stakeholders in order to deliver quality and timely communications and services

Negotiate and consult with FOI applicants and third parties in relation to the scope of the FOI applications and the documents/information proposed for release.

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.

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.

Working relationships

Senior Freedom of Information Officer (line manager)

Director, Office of the Chief Executive

Freedom of Information team

South Australian Civil and Administrative Tribunal administrative staff

Staff of the Office of the Chief Executive and other business units across the Trust

Selection criteria (knowledge, skills, aptitude and experience)

Administrative experience – experience in the use of software to produce high quality documents and presentation materials; experience in the preparation of reports, briefing papers and general correspondence.

Attention to detail – check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistake and notify others where appropriate.

Task management – ability to determine priorities, manage complex and competing priorities, and develop effective resolutions both individually and through working with others.

Multi-disciplinary teamwork – effectively communicate and work with people from diverse professional backgrounds and work as a team member to provide a holistic standard of professional service.

Freedom of Information – working knowledge of the *Freedom of Information Act 1991* (South Australia) and Information Sharing Guidelines is desirable.

Qualifications

Essential or desirable

Freedom of Information General Awareness training

Desirable

South Australian Public Sector Values

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

Approved date

N Tuffnell, 27 May 2026