

Role Description



Government
of South Australia

SA Housing Trust

Role title	Policy Officer		
Directorate	People and Strategy		
Business unit	Project Delivery and Enterprise, Digital and Business Services		
Reports to	Team, Leader Policy	Classification	ASO5

Role Summary

The Policy Officer is accountable for undertaking high level research and policy work designed to improve the management, performance and content of SA Housing Trust policies, programs and activities.

The role manages and coordinates operational policy and program reviews, and prepares project briefs, reports and submissions.

The role liaises and works with government and non-government stakeholders to maintain effective interfaces between program development, planning and policy implementation.

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.

Directorate Summary

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

The Directorate 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 Directorate 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 Directorate 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

Prepare comprehensive project briefs and proposals.

Undertake high level research and analysis on issues and government directions that may impact on the social housing sector.

Negotiate and consult with relevant stakeholders, external specialists, consultants or policy makers.

Evaluate pilot programs and other initiatives implemented across SA Housing Trust.

Produce high quality written reports, responses and briefing notes.

Undertake presentations on project outcomes and directions.

Contribute to the development of new, or the evaluation/review of existing programs, policies, activities and work practices.

Undertake policy development, analysis and research which include linkages between housing, community services, health and other allied areas.

Liaise with other SA Housing Trust divisions and non-government stakeholders, to maintain an effective interface between program development, planning and policy implementation.

Undertake appropriate data analysis of programs.

Provide advice to Senior Managers and other policy makers within SA Housing Trust.

Coordinate policy and program development processes that involve consultation with key stakeholders.

Provide high quality, comprehensive and authoritative housing policy and program advice and briefing documents to a wide range of stakeholders.

Develop and maintain effective relationships with internal and external stakeholders.

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.

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

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

Some inter/intra state travel may be required.

Working relationships

Team Leader, Policy (direct manager)

Director, Digital and Business Services

Change Manager, Project Delivery and Enterprise Services

Policy Development team

Project Delivery and Enterprise Services team

Staff across SA Housing Trust

Other government and non-government agencies

Selection criteria (knowledge, skills, aptitude and experience)

Demonstrate knowledge and understanding of policy development processes, planning and evaluation principles.

Utilise experience in analysing and presenting complex issues and findings, verbally and in writing.

Base decisions on evidence, encourage others in the decision-making process to contribute where appropriate, follow through with implementation and monitor outcomes.

Take prompt action to solve problems, act decisively on own judgement and look to go beyond job requirements to achieve objectives.

Develop and maintain constructive and effective working relationships, which foster the trust and cooperation of a wide cross section of staff and stakeholders.

Qualifications

Essential or desirable

Not applicable.

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, 2 June 2026