



Role Statement

Position title: Business Support Coordinator

Position no: Various

Classification: ASO4

Review date: June 2026

Directorate: Office of the Chief Executive

Business unit: Various

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.

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 Business Support Coordinator (BSC) is responsible for the delivery of high quality, professional, confidential and responsive business management and executive support service to the Director and their Unit. For the Director, the BSC conducts research, is responsible for email and diary management and prepares briefing papers. For the Unit, the BSC will be responsible for delivering a range of high-level administration and business support services and the facilitation of specific projects which align with the objectives of DHUD.

Who will you work with

- Reports to relevant Director / Manager
- DHUD staff
- Ministerial offices and Chief Executives' offices
- External stakeholders

Conditions

- Some out of hours' work may be required.
- 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

Executive Support

Specified duties

- Ensuring professional, responsive, and effective services are coordinated and delivered to the Director/Manager including the delivery of:
 - Diary management
 - Research
 - Comprehensive meeting coordination
 - Financial processing and monitoring
 - Administrative support
- Attend to and monitor incoming enquiries by telephone, email and letter.
- Overseeing the coordination of agendas and papers for meetings, as well as recording of actions and timely follow-up on action items.
- Manage and deal with confidential information consistent with DHUD policies and procedures.
- Work under limited direction, and on occasions with a degree of autonomy.
- Liaising and negotiating with key stakeholders and service providers to schedule meetings, coordinate functions and travel in line with Departmental and Government policies and guidelines.

Performance indicator/ measurement

- Work is of a high standard and the Director is supported in an effective and efficient manner.
- Work output is accurate, thorough and of consistently high quality.
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- Work is completed on time and matters/responses are dealt with and completed.
- A responsive and accountable outlook to all tasks.
- Work methods are efficient, resourceful and professional.
- Correspondence is produced/processed in a timely and efficient manner.

Administrative Management

- Ensure that appropriate filing is undertaken, ensuring confidentiality and efficient recall processes.

- Reports accurate and distributed.
- Assets are tracked and recorded as required and procurement activities are conducted as per SA Government

Contribute to Culture

- Arrange and monitor travel and accommodation, and complete reconciliation and reporting.
- Prepare and co-ordinate regular reporting
- Take meeting minutes as required
- Arrange team and external meetings, and workshops as required.
- Actively participate and contribute to responsible and safe work practices.
- Embrace diversity and cultural differences in the workplace.

Procurement Policy and State Procurement Act 2004

- Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered.
- Supports team values

The capabilities you will bring

Technical expertise

- High-level proficiency in a range of software applications, especially Microsoft Office applications and records management systems.
- Knowledge of a range of business management functions.
- Sound knowledge of the principles involved in providing an effective administrative function to senior level management in the public sector including an understanding of government policy development, decision-making, management, and accountability of systems and processes.
- Knowledge of communication needs of different audiences and experience in writing clear and pertinent reports and correspondence that is tactful, well expressed, accurate and that achieves the intended objective.
- Proven working knowledge of best practice project management processes and tasks.

Personal abilities

- Well-developed communication skills including the ability to liaise effectively in both writing and verbally and provide accurate and clear advice and information to a range of stakeholders.
- Proven ability to exercise initiative and judgement while working under limited direction, determining priorities, delivering and managing time effectively.
- Demonstrates great attention to detail under pressured circumstances and the ability to seek out business improvement opportunities.

Experience

- Ability to work collaboratively in a team environment, using initiative to support the team and proactively apply policies and procedures to the work environment.
- Proven ability to exercise initiative and judgement while working under limited direction, determine priorities, deliver outcomes and manage time effectively.
- Demonstrated experience in coordinating administrative functions in a politically sensitive environment to senior government or private sector personnel and/or a high-level boards and committees.
- Experience in delivering high-level administrative tasks such as diary management, ministerial correspondence preparation and confidential processes.
- Experience at coordinating large workloads and working under pressure whilst consistently producing outcomes of high quality.
- Experience in using databases and ICT applications to manage programs or projects .
- Experience in undertaking directed research and supporting data analysis and the delivery of projects that align to organisational outcomes.
- Professional, responsive and effective administrative support services are delivered to the Director and Division including, comprehensive meeting, travel and event coordination, preparation and the dissemination of agendas, meeting papers and minutes.