



Role Statement

Position title: Senior Research and
Correspondence Coordinator

Classification: ASO7

Directorate: Planning and Building

Business unit: Building Policy and Programs

Position no: P26759

Review date: 26 August 2026

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, planning and building. By ensuring sound decisions and efficient management, we strive to create sustainable, well-planned communities offering safe and affordable housing options.

Planning and Building, a Division within the Department for Housing and Urban Development, is an innovative and impactful team of land and built environment professionals that manage the planning, building 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 Senior Research and Correspondence Coordinator provides significant coordination within the Directorate and is an efficient, highly organised professional with the ability to manage a wide range of tasks and stakeholders in a politically sensitive environment.

The role's primary focus is to undertake detailed research and analysis to support the development and implementation of directorate policy positions. The planning and management of directorate projects and the contribution to broader departmental projects is also a key focus of this role.

The role is responsible for coordinating and preparing high-level politically sensitive, high-quality reports and briefing material in consultation with relevant departmental staff, and will monitor and escalate emerging issues and opportunities impacting the directorate's programs, policies and activities.

Who will you work with

- Reports to the Manager Building, Building Policy and Programs
- Works closely with the Business Lead – Building Policy and the Business Lead – Building Surveying
- External stakeholders including industry and professional bodies within the building industry and community groups
- Representatives from DHUD and other SA Government agencies
- The State Planning Commission and its sub-committees
- Local Government and Commonwealth government agencies
- Accredited professionals under the
- Academia

Conditions

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

High level research and advice

Specified duties

- Research and prepare responses to Ministerial correspondence, Parliamentary questions/answers and stakeholder enquiries.
- Research and prepare politically sensitive and high-level briefings and reports related to the Directorate's activities, programs, and policies in consultation with relevant departmental staff.
- Monitor issues relating to the Directorate and alert Directorate and other staff to emerging issues and opportunities.
- Use high-level data analysis in the development of advice and Directorate policy positions.

Performance indicator/ measurement

- Achieve agreed service standards for quality and timeliness ensuring they are met or exceeded.

Project management

- Develop Directorate project plans in consultation with relevant staff and key stakeholders, ensuring conflicts are minimised and risks identified and mitigated.
- Manage Directorate projects to ensure budgets are achieved, key reporting and delivery milestones occur, and any deviations are communicated to appropriate parties for action as appropriate.
- Coordinate Directorate participation in Departmental policy programs and/or major investigations of significant importance to the state to satisfy the government's objectives.

- Projects are planned and delivered on time and within budget, with participants aware of their roles and responsibilities.

Leadership

- Manage high-level policy reforms that meet departmental objectives
- Develop and implement projects to improve business systems and processes.
- Managing and motivating staff, clients and others in the achievement of difficult and times conflicting objectives.
- Supervise, train, motivate and/or mentor staff where required, coordinate resources and ensuring the standard of work quality, service delivery and/or compliance with regulations, codes and specifications meets the Section's objectives.
- Contribute to strengthening a culture of change in an environment of conflicting policy initiatives.

Leadership qualities are actively demonstrated when performing the functions of the role.

Relationship management and customer service

- Develop and maintain effective networks and strategic partnerships with key internal and external stakeholders.
- Meet and liaise with departmental staff, ministerial staff, the public and stakeholders to address issues of concern to the Directorate.
- Maintain confidentiality and appropriately manage sensitive communications.
- Exercise judgement and discretion in responding to emails and enquiries on behalf of the Directorate.
- Provide responsive customer service and appropriate information exchange.

- Effective relationships established and maintained with stakeholders based on an understanding of Directorate priorities

Compliance

- Actively participate and contribute to responsible and safe work practices.
 - Embrace diversity and cultural differences in the workplace.
 - Ensure compliance with the *State Records Act 1997* and *Freedom of Information Act 1991*, Information Privacy Principles, standards and other policies, practices and legislation relating to records and document management and archiving
- Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department.
 - Work practices are safe and WHS legislation, policies and procedures are adhered.
 - Departmental values are demonstrated and modelled.

The capabilities you will bring

Technical expertise

- A tertiary qualification in legal studies, planning, building, public policy or related field (Desirable)
- Sound knowledge and understanding of the Planning, Development and Infrastructure Act 2016 and the National Construction Code.
- Experience working in a related role undertaking research, analysis, policy development, and/or development assessment (Desirable)
- Working knowledge of the online Development Application Portal (eplanning) system (Desirable)
- Sound IT systems and strong computing skills; understanding of computer concepts and use of applications within a Microsoft Windows / MS Office environment. Analytical ability using spreadsheets and databases.

Personal abilities

- Proven ability to act with urgency, accept and expect responsibility, successfully implement change and risk management initiatives.
- Proven ability to work under broad direction, independently or as part of a team, set priorities, achieve objectives within deadlines and make timely and well-informed decisions.
- Proven ability to consult, liaise and manage conflict with tact and diplomacy, with a proven capacity to balance priorities
- Proven ability to communicate clearly, concisely and effectively both verbally and in writing with people from a range of backgrounds

Experience

- A proven work record of organisational, administrative and customer service skills while working in a high-pressure and confidential environment
- Significant experience managing competing priorities, large workloads, coping with interruptions and change, whilst consistently performing work of high quality and maintaining productivity under pressure
- Proven experience working cooperatively and constructively with key stakeholders to achieve business priorities
- Proven experience researching and analysing data as the basis for and formulate options to address business priorities
- Experience working in a government business environment (Desirable)