

Position Description

Policy Support Officer

Why work with us

Every child and young person deserves a great education.

We have a strategy that aims to unlock every child's potential now and into the future, one that in partnership with learners, students, parents and the wider South Australian community will build a world-leading public education system. One that is equitable and prioritises learning and wellbeing.

Together we will make our education system the best it can be.

When our children and young people thrive, so do our communities and our state.

Our values

We are part of the South Australian public sector and share the values of:

							
SERVICE	PROFESSIONALISM	TRUST	RESPECT	COLLABORATION & ENGAGEMENT	HONESTY & INTEGRITY	COURAGE & TENACITY	SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

About this role

The Policy Support Officer is part of the Policy and Research team within the Curriculum Strategy and Planning directorate and contributes to the effective coordination and administration of policy and project work across the team. The Policy Support Officer contributes to the management of policy renewal and related workflows, helping to ensure documentation, timeframes and processes are maintained in line with departmental requirements.

Working collaboratively with team members and key stakeholders across the division and department, the Policy Support Officer provides coordination and administrative support to assist the timely delivery of policy and project priorities. The Officer requires sound organisational skills, attention to detail, and an understanding of departmental policy processes and standards.

Position title	Policy Support Officer
Classification	ASO5
Division	Curriculum & Learning



Directorate	Curriculum Strategy & Planning
Location	Education Support Hub, 8 Milner St, Hindmarsh SA 5007
Reports to	Senior Manager, Policy & Research
Direct reports	Nil
Role description date	September 2026

What you will do (key outcomes)

1. Coordinate the policy renewal cycle by monitoring review schedules, tracking progress and following up actions, to support the timely review and update of policy documents in line with departmental requirements.
2. Provide coordination and administrative support for policy and project workflows by maintaining records, trackers, templates and related documentation, to support accurate, consistent and timely team processes.
3. Assist with the preparation and quality assurance of policy-related documents, briefings and correspondence by collating information, checking content and formatting, and supporting alignment with departmental standards, procedures and requirements.
4. Support policy and project work through research and information gathering, and assist with the coordination of documents, reports and other materials relevant to team priorities.
5. Provide coordination and administrative support for contracts, reporting and related team activities to assist the timely delivery of work in line with team and divisional priorities.
6. Develop and maintain effective working relationships with internal stakeholders to support information sharing, consultation and the timely progression of policy and project activities across the directorate.
7. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

The capabilities you will bring (key competencies)

- **Written communication and document preparation:** Proven ability to prepare, review and format documents with a high level of accuracy and attention to detail, ensuring consistency with departmental standards, templates and requirements.
- **Coordination and organisational skills:** Demonstrated ability to coordinate workflows, manage competing priorities, monitor deadlines and maintain accurate records and documentation to support the timely delivery of work outcomes.
- **Confidentiality and sound judgement:** Ability to handle sensitive information with discretion, maintain confidentiality, and apply sound judgement within established guidelines and procedures.
- **Communication and interpersonal skills:** Well-developed communication and interpersonal skills, with the ability to work collaboratively with team members and stakeholders, build positive working relationships, and support effective information sharing.
- **Policy and administrative support skills:** Experience providing administrative and coordination support in a policy, project or corporate environment, including supporting document workflows, review processes and related business activities.

- **Research and information management:** Demonstrated ability to gather, collate and organise information from a range of sources to support policy, project and reporting activities.
- **Knowledge of policy processes and operating environment:** Knowledge of departmental policy processes, documentation requirements and administrative procedures, and an understanding of the broader operating environment in which the team works.
- **Work Health and Safety:** Demonstrate knowledge and commitment to promoting and creating a safe and inclusive work environment; and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

Who you will work with (key relationships)	Qualifications
Direct working relationship: • Director, Curriculum Strategy & Planning • Staff within the assigned directorate Internal Working Relationships • Administrative officers and other senior officers in the Curriculum & Learning division • Key personnel in corporative office, particularly other Policy Officers and Personal Assistants to the Executive Directors and Chief Executive. External Working Relationships • Personnel in the Minister's office, particularly the Office Manager, Correspondence Officers and Ministerial Liaison Officers.	Essential: Nil Desirable: A relevant tertiary qualification.

Corporate responsibilities	Special conditions
Keep accurate and complete records Act appropriately in line with the Public Sector Code of Ethics at all times Support diversity and promote an inclusive workplace for everyone Maintain a commitment to Work Health and Safety legislative requirements	You may be asked to work out of hours You may need to travel within or outside South Australia You need to achieve mutually agreed performance goals You must have a current Working with Children Check You must do Responding to Risks of Harm, Abuse and Neglect – Education and Care training You must be an Australian resident or provide evidence you have a current work permit

Assessed by: Valentina Lopez People & Culture Advisor		Approved by: Rebecca Tooher Director, Curriculum Strategy & Planning	
Date: September 2026		Date: September 2026	

