

Business Coordinator (ASO5)



Government
of South Australia
Department for Infrastructure
and Transport

Role statement

Organisational alignment	Division:	Transport Policy and Regulation
	Directorate:	Service SA
	Section:	Operational Services
Reporting relationships	Reports to:	Performance & Analytics Manager
	Direct reports:	0 FTEs

Role overview

Service SA delivers streamlined customer experience of transactional and regulatory services for the Transport Policy and Regulation Division via a multi-channel service model.

Reporting to the Performance & Analytics Manager, the Business Coordinator will contribute to the effective delivery of workforce, business and operational support functions across Service SA. They will provide sound judgement, well-developed analytical skills, and strong organisational capability to lead and support the coordination of recruitment, workforce planning, and business improvement activities.

The role is responsible for ensuring the accuracy and quality of workforce and business data, preparing insights and reporting that inform operational and strategic decision-making, while supporting the development and implementation of workforce strategies, including succession planning, diversity engagement and staff retention initiatives.

The Business Coordinator will be required to build and maintain productive relationships with internal and external stakeholders, providing timely, solution-focused advice and demonstrating tact, professionalism and confidentiality when managing sensitive matters.

Further information about the Department can be found at: <https://www.dit.sa.gov.au/about-us>

Our values

We pride ourselves on applying these values to our day-to-day interactions and individual performance. They shape our approach to achieving our strategic agenda.



Collaboration

We work together as one team to serve our customers.



Honesty

We are honest, open and act with integrity.



Excellence

We commit to excellence in everything we do.



Enjoyment

We enjoy our work and recognise our success.



Respect

We respect, understand and value the people we serve.

Key outcomes required of the role

- Contribute proactively to business improvements by identifying opportunities to enhance workforce, training, and service delivery outcomes, and supporting the implementation of quality improvement initiatives.
- Ensure the accuracy, integrity and timely analysis of workforce and business data, sharing insights that inform operational and strategic decision-making and support the development of effective workforce strategies.
- Provide proactive, timely and solution-focused advice to lead and drive ongoing recruitment, selection, appointment, and employee matters that meet operational and service delivery requirements.
- Coordinate and support the development and delivery of workforce planning initiatives and related projects, contributing to the effective allocation and utilisation of resources across Service SA.
- Leads the implementation of workforce strategies, including, but not limited to succession planning, diversity engagement and staff retention.
- Build and maintain effective working relationships with key stakeholders (internal and external) ensuring high levels of engagement and collaboration.
- Lead and coordinate designated business and workforce related projects, ensuring effective project planning, stakeholder engagement, risk management and timely delivery of project outcomes that support organisational priorities and continuous improvement across Service SA.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with our values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

Special conditions attached to the role

- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- A Working with Children Check (WWCC) is required prior to employment with the Department for Infrastructure and Transport, which must be renewed every five years before expiry.
- Some out of hours and weekend work may be required.
- Some intra / interstate travel may be required.

Educational qualifications / licenses

- Nil

Technical capabilities

- Technical ability with Power Bi and reporting skills is desirable.
- Knowledge of data analytics skills, specifically of workforce related data
- Experience with workforce planning and rostering principles.

Person capabilities

[Our Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; personal attributes; building relationships; achieving results; leadership and growth; and performance enablers.

Refer to our framework for the detailed capabilities required for this stream. This role is classified as:

Stream 2: Leader

Stream 2 roles would typically consist of supervisors and senior team members, including those with technical knowledge (indicative classifications include ASO4-6, PO2-3, OPS4-7, TGO2-5, M3-7, WPA2, WBT7-10).

Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the person capabilities (from Our Capability Framework) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the role overview and key outcomes.

- Proven experience in coordinating and/or undertaking a broad range of projects and program activities, including oversight of work quality, monitoring progress, managing risks, and effectively utilising resources to achieve required outcomes. Demonstrated ability to support systems, policies or service delivery functions with a high level of autonomy and accountability.
- High level analytical and research skills to evaluate complex information, provide expert advice and communications, and develop clear correspondence and reports with recommendations for time critical deadlines.
- Well-developed communication and interpersonal skills, including the ability to convey information clearly, manage sensitive or complex matters with professionalism and maintain a high level of confidentiality.
- Proven ability to manage high volumes of work with accuracy and attention to detail, synthesising information from multiple sources to prepare concise advice, reports or recommendations that support operational and strategic decision-making.
- Experience supporting or coordinating recruitment, position management, workforce development or staff retention processes.
- Demonstrated ability to influence and negotiate effective outcomes, maintain productive working relationships, engage collaboratively with stakeholders and contribute constructively to team and organisational goals.
- Shows respect for diverse backgrounds, experiences and perspectives including that of Aboriginal and Torres Strait Islander people. Values diversity of thought.
- Shows genuine care for the safety and wellbeing of self and others.

Approved

Signature: _____ Date: _____ 24/02/2026 _____

Director, Service SA

People, Culture and Capability Use Only	KNet ID: #24369523	ANZSCO code: 2247	Position number: P66620
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