



Role Description

Role title:	Classification:
Lead Workforce Planner	ASO6
Division/Business unit:	Reports to:
Disability and Specialised Services / Corporate Services and Client Engagement	Rostering and Workforce Management Lead

Role purpose:

The Workforce Planning Analyst is a role within Disability and Specialised Services and is accountable to the Rostering and Workforce Management Lead for:

- Providing strategic leadership in workforce planning, forecasting, and resource allocation to ensure workforce capacity and capability align with current and future service delivery requirements.
- Supporting sustainable, efficient, and client-focused workforce management through data-driven planning, expert advice, and continuous improvement initiatives.
- Designing, maintaining, and optimising master roster systems to guarantee compliance with client goals and funding frameworks.

Key outcomes and accountabilities:

1. Lead workforce analysis and forecasting to identify emerging trends, assess risks, and deliver insights that inform long-term strategic workforce planning and decision-making.
2. Partner with key stakeholders to develop and implement integrated workforce planning and recruitment strategies aligned with service delivery requirements and organisational priorities.
3. Provide leadership to the Senior Workforce Planners, including supervision, performance management, and development of team members.
4. Apply contemporary workforce planning methodologies and tools to design sustainable, efficient, and cost-effective workforce models.
5. Deliver strategic workforce reporting and insights, including dashboards and performance metrics, to support evidence-based decision-making and continuous improvement.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

Key Relationships/Interactions:

- Rostering and Workforce Management Lead (line manager)

- Senior Workforce Planners
- Director, Corporate Services and Client Engagement
- Client Support Unit and Teams
- Disability and Specialised Services Leadership Team
- Disability and Specialised Services senior leaders, including Area Managers, Leads and Supervisors.
- DHS Corporate Partners
- Organisational Development and Learning Directorate

Budget/Delegations:

Level 5 Human Resources Delegation.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Leadership and Supervision** - Experience in leading teams, including performance management, and capability development to deliver contemporary and best practice workforce planning services.
2. **Workforce Resource Management and Planning** - High-level capability in developing and implementing contemporary workforce planning frameworks that align resources with service delivery needs and organisational priorities.
3. **Strategic Workforce and Data Analysis** - Demonstrated ability to lead workforce data analysis and forecasting, assessing workforce trends to identify risks and opportunities, and translating complex data into strategic insights that inform long-term planning and decision-making.
4. **Interpretation of Industrial and Policy Requirements** - Sound understanding of relevant industrial instruments, policies, and governance frameworks, with the ability to provide advice that ensures compliant and risk-aware workforce practices.
5. **Communication & Workforce Insights** - Advanced communication skills, with the ability to deliver clear, concise workforce reporting and dashboards that support executive decision-making and continuous improvement.
6. **Rostering and Workforce System Knowledge** - Demonstrate an understanding of the strategic role of roosting and workforce analytics, and contemporary workforce management systems.
7. **Stakeholder & Client Engagement** Proven ability to build strong relationships and partner with operational leaders to influence workforce strategies and drive integrated, organisation-wide outcomes.

Qualifications:

Not applicable.

Key leadership competencies and expected behaviours at this classification:**Supports and implements strategic direction**

- ☒ Understands the big picture and contributes to the development of strategic direction for the BU.
- ☒ Assumes ownership of team goals and business objectives.
- ☒ Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- ☒ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- ☒ Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- ☒ Delivers results and improvements to meet team objectives.
- ☐ Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- ☐ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- ☒ Abides by the laws, regulations and policies determining team and individual role activities.
- ☒ Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- ☒ Monitors team/project performance and seeks feedback to guide improvements.
- ☒ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- ☒ Adds value to the BU by setting, reaching and encouraging high performance standards.
- ☒ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- ☒ Provides others with ongoing feedback and coaching for development.
- ☒ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- ☒ Embeds a strong customer service ethos by understanding needs.
- ☒ Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- ☒ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- ☒ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- ☒ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- ☒ Engages in strategic relationships with internal and external stakeholders.
- ☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- ☒ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- ☒ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- ☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- ☒ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- ☒ Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- ☒ Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:		
Assessed by: James Johnson, Human Resources Business Partner		Date: 31/07/2026
Approved by: Tammy Moffat, Director, Corporate Services and Client Engagement		Date: 30/07/2026