

Role Description

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General information

Title:	Information Services Officer	Classification:	ASO3		
Division:	Fisheries and Aquaculture	Branch:	Regulatory and Business Services	Business Unit:	Information Services
Type of Appointment:	Short term	Hours of Duty:	Up to 37.5 hours per week	Location:	West Beach

About us

South Australia is internationally recognised for the quality of its agriculture, food, and wine. Our regions are the backbone of our state and the economic powerhouse that drives prosperity for all South Australians.

The Department of Primary Industries and Regions (PIRSA) is a key economic development agency working in partnership with our primary industries, regional stakeholders and across all levels of government to advance the prosperity and sustainability of South Australia's primary industries and regional communities.

We are a passionate team of around 800 people working across metropolitan and regional South Australia to develop and protect our state's regions and food, wine, aquaculture, fisheries, forestry, grains, livestock, dairy and horticulture industries.

Purpose

The primary purpose of the role is to support the management of Fisheries Information services. The role assists in the provision of an effective and efficient service to PIRSA fisheries managers, SARDI scientific staff, and intrastate and interstate departments for the collection, collation, processing, data entry, quality control, and reporting of complex fisheries related records and data.

The incumbent works with limited direction and is required to provide a responsive quality service to clients on a day-to-day basis by ensuring data is processed and information managed appropriately.

The role is also required to interpret sections of the Fisheries Management Act 2007 and subordinate legislation regarding the provision of information from/to SARDI Aquatic Sciences

The role contributes to delivering the agency's priorities including (1) Increasing productivity of our primary industries and agribusinesses (Stimulating Value Growth); (2) Securing production through biosecurity and efficient and sustainable use of resources (Sustaining the Resource); (3) Growing regions by supporting key regional development drivers and growing opportunities available to our regional communities; and (4) Building partnerships with industry, stakeholders, research organisations and regional communities.

The role contributes to delivering scientific advice and stock assessments for the sustainable management of SA's fisheries resources – a key SARDI Aquatic Sciences divisional objective. SARDI is one of Australia's leading fisheries research agencies.

Key Accountabilities

- Ensure the efficient and timely collection, collation, processing, quality control, data entry and reporting of commercial fisheries related records.
- Provide a responsive service to the commercial fishing industry in relation to fisheries catch, effort, and value information, as well as fishery-dependent data
- Ensure a high level of customer service is provided to PIRSA fisheries managers, SARDI scientific staff and enquiries regarding fisheries related information are answered in a timely, informative, and friendly manner.
- Provide support to the Senior Information and Data Integrity Officer in reviewing and maintaining administrative processes and procedures, including assistance with quality assurance processes.
- Works under general direction, undertaking high volumes of work.
- Validating catch and effort data using quota reports to ensure accuracy and completeness of fisheries information meets legislative requirements.
- Maintaining a knowledge of regulations and regulatory requirements, to enable dissemination of relevant advice to support industry and refer queries appropriately to staff within PIRSA/SARDI and ensure Stakeholder needs are effectively responded to with accurate and correct information.
- Assisting and educating commercial fishers in completing their logbooks accurately.
- Incomplete or incorrect information provided by Information System Management clients is investigated and followed up, and quality control procedures are followed.

Key Deliverables / Results

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- The Division is provided with high quality and responsive administrative services, including the processing, quality control and data entry of catch and effort forms while ensuring all requirements have been met in accordance with relevant legislation.
- Accurate information management, data entry and reporting is undertaken for both manual and computerized data, data integrity is assessed and system forms and reports are designed and monitored to meet the operational and information needs of management and other stakeholders.
- Developing and maintaining relationships with SARDI – Aquatic Sciences and other key stakeholders, to understand the key deliverables.
- Achieving data integrity and confidentiality through the use of various information management systems.
- Perform user acceptance testing, which contributes to the development of eBusiness initiatives and digital transformations, in collaboration with the PIRSA ICT Unit.

- Clients are provided with a range of appropriate services, including the effective handling of sensitive issues involving regulatory requirements or breaches, the secure management of confidential client data and documentation, the delivery of accurate information and educating fishers.
- Ensure incomplete or incorrect information provided by clients is investigated and followed up, and quality control procedures are reviewed.
- Ability to cross check logbook data through catch disposal records and interrogate, interpret data and verify information by running reports in eCatch and other systems to investigate variances or inconsistencies and providing quality assurance.
- The development of testing parameters of fisheries related production systems during the analysis, design, and testing phases.

Relationships

- Role reports to the Senior Information and Data Integrity Officer
- Works closely and collaboratively within a small team of Information Services Officers and with other staff of the Regulatory and Business Services Unit

- Works with other of PIRSA Fisheries & Aquaculture, PIRSA ICT and with other government departments and external stakeholders.
- Liaises with staff across PIRSA and SARDI Aquatic Sciences

Requirements

- Possession of a current driver's licence and willingness to drive.
- Out of hours work and inter / intrastate travel may be required.
- Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).
- You acknowledge your work, health and safety obligations and our expectations when [applying for a role](#).
- The incumbent will be required to undertake emergency management training and must be willing to participate in emergency preparedness, response and recovery activities required by government agencies.
- Upholding the ethical behaviour and professional integrity standards as contained in the Public Sector Act, 2009.
- Participating in PIRSA's Performance Management and Development Program

Qualifications

- Essential: NIL
- Desirable: NIL

Capabilities

Capability [maximum 4]

Behaviours


Professional & Technical Knowledge

- Exhibits a highly professional and courteous manner with all external clients.
- Demonstrates a sound understanding of Relation Database Management system forms and reporting applications.

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OFFICIAL

<p>Demonstrates sound knowledge across all relevant areas of business program support and possesses technical competence in administering business systems and practices, project support and records management.</p>	<ul style="list-style-type: none"> • Demonstrates a sound understanding of South Australia's Commercial Fisheries, their operating parameters, and legislative requirements in relation to reporting catch data. • Ability to understand numeric/statistical data and work accurately with this data. • Sound keyboard numeric data entry skills. • Experience in providing a responsive customer service to both internal and external clients. • Demonstrated experience in a liaison role. • Experience in developing, implementing, and managing support frameworks. • Demonstrates a thorough knowledge and ability to use a full range of PC applications, including Word, Excel, Outlook, PowerPoint, Access, Objective, project management systems (Azure DevOps) and Business Intelligence tools (Oracle Discoverer and Power BI).
<p>Teamwork and/or team building Develops and accomplishes shared goals by taking an active role in the team and contributing ideas, knowledge and expertise; works collaboratively toward team goals</p>	<ul style="list-style-type: none"> • Develops ideas and contributes to group discussions • Keeps others informed of progress and of issues which may impact on the team • Accomplishes shared goals by accepting joint responsibility
<p>Attention to Detail Works with colleagues to check timeliness, accuracy and reliability of work group outputs; understands the implications of work that does not meet performance standards</p>	<ul style="list-style-type: none"> • Produces work that is meticulous with a high level of rigour • Observes accurately and discerns details of potential importance (observant) • Shows dissatisfaction with substandard performance
<p>Planning and Organizing (Work Management) Manages own time efficiently, plans resource availability and use so that work is completed on time and in line with objectives.</p>	<ul style="list-style-type: none"> • Uses tools (eg. calendar, files charts) and time efficiently to meet work objectives. • Recognises own limitations and expectations regarding knowledge and workload. • Sets priorities effectively, allocating and managing time and resources accordingly.

<p>HRMS No:</p>	<p>M26657</p>	<p>ANZCO Code:</p>	<p>Objective ID: A5898003</p>
<p>Delegate Approval:</p>	<p>Professor Gavin Begg – Executive Director, Fisheries and Aquaculture</p> 		<p>Date: 04/07/2023</p>
<p>Approved and Classified by People and Culture:</p>			

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