

Role description

General information

Title:	Program Delivery Officer			Classification:	ASO5
Division:	Major Programs and Regions	Branch:	Major Programs	Business unit:	Emergency Management, Drought and Resilience
Type of appointment:	Term Contract	Hours of duty:	37.5	Location:	Adelaide

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 Program Delivery Officer is within the Emergency Management, Drought and Resilience Team which is responsible for the development and implementation of policies, agreements and programs to support PIRSA, primary producers and communities to respond to, recover from and build resilience to adverse events, natural disasters, biosecurity outbreaks and drought.

The primary purpose of the role is to support the development, implementation and delivery of programs delivered by the unit. The role supports program managers through delivery of project management functions including, procurement, contracting, reporting. A key purpose of this role is the management of the PIRSA Recovery and Algal Bloom Hotlines and delivery of these services from 9am – 5pm business days (both hotlines) and including weekends and public holidays (9am – 5pm) for the Algal Bloom hotline. The role is responsible for providing advice and assistance in the development and implementation of projects, policies and reports, and establishes and maintains key internal and external stakeholder relationships.

Key accountabilities

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| <ul style="list-style-type: none"> Delivering the PIRSA Recovery Hotline including supervision of staff, rostering, reporting, maintaining hotline information and liaison with other state government agencies. Supporting program communications to support the delivery of program outcomes and information to primary producers, communities and government and for the programs to maintain a positive profile. Researching and analysing a range of information and assisting with the preparation of project and policy documents, reports and briefings. Developing, monitoring and maintaining systems and processes for the tracking and reporting of program deliverables. | <ul style="list-style-type: none"> Providing a range of administrative assistance and services to support the delivery of Programs. Using effective communication, collaboration, analysis and negotiation to support complex matters, identify and manage issues, escalate issues where required Maintaining positive working relationships within PIRSA which are relevant to all aspects of project, grant administration and external stakeholders particularly with officers from the Australian Government. |
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Key deliverables / results

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| <ul style="list-style-type: none"> Supports the Drought and Resilience Manager to deliver the PIRSA Recovery and Algal Bloom Hotlines consistent with program requirements and agreed messaging. | <ul style="list-style-type: none"> Advice is provided to decision makers and program documentation briefings, reports and correspondence are prepared within designated timeframes. Hotline tasks are monitored, reported and followed up regularly with issues identified managed or escalated as appropriate. |
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- Supports program managers with the development, implementation and delivery of programs consistent with program agreements, guidelines and Agency frameworks with all obligations and targets met on time and to quality.
- Develops appropriate plans for procurement of goods and services and develops and monitors agreements with contractors to support program implementation and meet Agency requirements.

- Delivering high quality secretariat services to relevant project and steering committees and working groups, including preparing papers and following up actions arising from meetings in a timely manner.
- Maintaining positive working relationships within PIRSA which are relevant to all aspects of project, grant administration and external stakeholders particularly with officers from the Australian Government.
- Emergency management role undertaken as required.

Relationships

- Reports to the Drought and Resilience Manager.
- Provides services to Programs Managers in the Emergency Management, Drought and Resilience Unit and collaborates with staff across PIRSA.

- Develops and maintains positive working relationships with industry, state, local and national government and non-government stakeholders.

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.

Qualifications

- Essential: Nil.
- Desirable: Nil.

Capabilities

Capability [maximum 4]

Professional and Technical Knowledge
Demonstrates and applies sound knowledge across all areas relevant to the role.

Behaviours

- Demonstrated experience coordinating and supporting the development of policies and functions within a government context and developing high quality briefings and documents.
- Demonstrated experience providing project and administrative support services, including investigation and analysis of customer issues, providing secretariat services for relevant project committees, or experience in the development and maintenance of project documentation including procurement, grants management and contract management.
- Demonstrated knowledge of project management principles and practices, project administration, executive officer, and records management practices and processes and knowledge of the broad PIRSA portfolio.
- Demonstrated knowledge of, and experience using a full range of PC applications, including Excel, Word, Outlook, and records management systems such as Objective.

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	<ul style="list-style-type: none"> • Demonstrated ability to work under limited direction, both individually and as a member of a team, exercise sound judgement in determining priorities, organising workloads and selecting methods and techniques to meet deadlines in a dynamic and changing environment. • Demonstrated ability to interpret program documentation, analyse, evaluate and resolve problems, appropriately use information in accordance with policies and guidelines, and provide advice to stakeholders regarding projects and operations.
<p>Initiative</p> <p>Acts autonomously within scope of duties; proactively identifies opportunities and issues and takes decisive action; initiates activities and accepts responsibilities beyond the specific job description.</p>	<ul style="list-style-type: none"> • Proactively identifies and seizes opportunities to produce successful outcomes. • Actively suggests and pursues new and different conclusions to problems. • Moves projects forward without being asked to do so, and confidently works in a self-directed and self-motivated manner. • Sets directions and defines standards conducive to continuous improvement.
<p>Written Communication</p> <p>Prepares a range of written communications eg. reports, papers and proposals; synthesises a broad range of information, selecting language, tone and format according to target recipients</p>	<ul style="list-style-type: none"> • Selects style, language, tone and format to suit various target audiences. • Writes and articulates research findings skilfully and in a way that is meaningful to the intended audience. • Recognises and can represent the viewpoints of multiple stakeholders. • Seeks feedback on written communications to monitor effectiveness.
<p>Relationship Building and Maintaining</p> <p>Works collaboratively developing productive working relationships with peers, staff and stakeholders; interacts confidently and employs astute perception with strong listening and questioning skills; able to relate to and communicate with people from diverse 'cultures', locations and ages.</p>	<ul style="list-style-type: none"> • Easily approached by others, developing and maintaining open communication. • Competent and comfortable in relating to and communicating with diverse range of people. • Develops and fosters relationships where others can trust their view is respected and considered. • Ensures that others involved in a project are kept informed about developments and plans.

HRMS no.:		ANZCO Code:		Objective ID:	
Delegate approval:	Jo Collins, Executive Director, Major Programs and Regions			Date:	12/12/25
Approved and classified by People and Culture:		[Date] [Reference number]			