



Role Description

Position title	Public Information and Governance Officer
Position number	P30432
Classification	ASO6
Division	Corporate Services
Location	Emergency Services Headquarters, Keswick
Reports to	Senior Manager, Corporate Services
Direct reports	Three, see Key relationships
Version date	October 2026

Why work with us?

We are a volunteer-based emergency response and rescue service. We provide emergency assistance to the South Australian community 24 hours a day, 7 days a week, 365 days a year.

Our vision is of a reliable and trusted volunteer-based organisation building safe and resilient communities.

Our volunteers are supported by a skilled team of paid staff working across multiple areas including volunteer capacity, community engagement, emergency management and hazard planning, training, information systems, infrastructure and assets, operations – state, regional and marine, and corporate services.

Unique Nature of Employment with the South Australian State Emergency Service

Employment with the South Australian State Emergency Service (SASES) is uniquely dual-focused. In addition to the core responsibilities outlined in this Role Description, all SASES staff are required to maintain a level of operational readiness and may be called upon to undertake operational, training or support duties during incidents, emergencies or periods of heightened operational demand.

This may include participation in training, exercises, deployments and other emergency management activities consistent with the individual's capability, qualifications and safety requirements. This dual-role approach reflects the SASES's all-hazards, all-hands ethos and reinforces our collective commitment to supporting volunteers, communities and partner agencies in times of need.



Our Values

At the SASES, we embrace diversity and are committed to fostering a culture of excellence and continuous improvement. Our people form the vital link between our dedicated volunteers - who deliver frontline emergency response to the community - and the *Fire and Emergency Services Act 2005* which provides the legislative framework of our organisation. We share the values of the Public Sector and these guide us in our work. These are:



Role purpose

The Public Information and Governance Officer supervises the SASES Communications Team while leading and strengthening SASES public information and communications governance, capability and stakeholder engagement to deliver consistent, effective information during emergencies and business-as-usual operations.

Key relationships

The Public Information and Governance Officer reports to the Senior Manager, Corporate Services and has three direct reports:

- Senior Media and Communications Advisor
- Digital Communications Coordinator
- Project Officer, Media and Communications

The role is required to engage and collaborate effectively with a range of key stakeholders including volunteer members, all SASES staff, Government Officials and their staff, other emergency service staff and members of the public.

Key responsibilities (what you will do)

Key responsibilities for this role will include, but are not limited to:

- **Lead the public information and communications capability**
Develop and implement strategic communications, public information and engagement initiatives that strengthen SASES public information outcomes as well as assist internal change management, enhance diversity and inclusion programs and projects, and maintain a positive brand image for the SASES.
- **Provide leadership and direction to the SASES Communications Team**
Supervise, mentor and coordinate the work of the Communications Team to foster a high-performing, collaborative and people-focussed team culture aligned with organisational priorities.
- **Drive communications governance and continuous improvement**
Develop, review and implement policies, strategies, procedures and quality assurance activities for SASES communications and public information that support organisational compliance and best practice.
- **Deliver expert strategic advice**
Keep senior leaders informed and advised on public information, communications, stakeholder engagement and emerging issues, ensuring informed decision-making and effective management of reputational risk.
- **Build and maintain strategic partnerships**
Support coordinated public information and communications outcomes through active and collaborative engagement with government and non-government agencies, emergency services, volunteers and other stakeholders.
- **Strengthen organisational capability and preparedness**
Lead communications and public information training, exercising, capability development and improvement initiatives across the agency.
- **Represent SASES in whole-of-government and sector forums**
Contribute to emergency management planning, public information arrangements and collaborative projects that enhance community and stakeholder outcomes.

Key outcomes (what success looks like)

- SASES communications and public information objectives are achieved, supporting community preparedness, operational response and organisational priorities.
- Effective governance, compliance and assurance arrangements are maintained, ensuring organisational accountability, integrity and continuous improvement in communications and public information.
- Senior leaders are equipped to make informed decisions through the provision of high-quality strategic advice and communication expertise.



- Strong stakeholder relationships and collaborative partnerships are established and maintained, contributing to integrated emergency management and whole-of-government outcomes.
- A capable, engaged and high-performing Communications Team that delivers measurable outcomes, fostering innovation, excellent service to internal and external stakeholders, and continuous capability development.

Qualification requirements

Qualifications in communications, public relations, marketing or other relevant field.	Desirable
--	-----------

Essential key competencies (the capabilities you must have)

Engagement Advice and Delivery	Ability to think strategically, develop and implement communications and public information strategies and manage complex, sensitive issues
	Proven ability to develop communications governance documents e.g. communication strategies/plans, governance frameworks, policies, etc
	Ability to interpret complex information and communicate it in a way that is accessible and appropriate for different audiences and channels
	Experience in managing projects and change management
Technical Expertise	Experience in and knowledge of public information / communications during emergencies
	Broad and expert knowledge of public information and communications related government protocols and guidelines
Organisation and time management	Ability to respond effectively to and prioritise multiple tasks and requests at short notice
	Ability to perform under pressure and work within deadlines
	Ability to be flexible and adaptable in response to operational issues
Communication and stakeholder support	High level of liaison and interpersonal skills that facilitate effective communication and negotiation both verbally and in writing with a wide range of stakeholders
	Ability to exercise discretion and judgement in handling sensitive issues
	Proven negotiation and conflict resolution skills
	Provide a high standard of customer service, integrity and confidentiality
Leadership and team development	Proven ability to provide leadership, direction and mentorship to specialist staff to deliver high-quality outcomes



Desirable key competencies (the capabilities you may have)

Emergency Services Experience	Knowledge of AIIMS (Australasian Inter-Service Incident Management System)
Volunteer Engagement	Experience in and demonstrated understanding of issues related to communications in a volunteer-based environment

Special conditions

The incumbent is required to hold a current and unrestricted driver's licence (class C).

Intrastate and interstate travel may be required in this role and may include overnight accommodation.

Employment in this role will include frequent rostering for work duties on afternoon, weekend and public holiday shifts. These work duties could include standard duties required in this role and operational duties during emergency situations, in which case, 12-hour shifts may be rostered. During both instances, this work will constitute ordinary hours of duty, and the incumbent will be appropriately remunerated in accordance with the applicable industrial instruments.

Employment is dependent on the satisfactory completion of relevant criminal history and employment screenings. The type of criminal history and employment screenings and the assessment of satisfaction shall be determined by the SASES.

