

Role Description

General Information

Title:	General Manager – Regulatory and Business Services			Classification:	SM1
Division:	Fisheries and Aquaculture	Branch:	Regulatory and Business Services		Business Unit:
Type of appointment:	Ongoing	Hours of duty:	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 provide strategic leadership for the Regulatory and Business Services Unit, including staff leadership and management, and the delivery of complex multi-functional programs, projects and plans that have a critical agency effect and directly influence strategy, policy, planning and decision-making. In this capacity, the role operates in a highly complex and specialised fisheries and aquaculture management environment and provides expert advice and strategic direction on complex and emerging issues.

The role contributes to the delivery of the agency's and divisional [priorities](#) including building partnerships with industry, stakeholders, research organisations and regional communities, regulatory excellence and the reform of legislative frameworks and programs to drive efficiency, effectiveness and unlock potential and securing production through biosecurity and the efficient and sustainable use of resources.

The role is responsible for leading a collaborative and integrated approach with industry, other government departments and other PIRSA divisions to deliver complex fisheries and aquaculture related regulatory and business services to government and coordinate delivery across a range of stakeholders, nationally and within the State, ensuring that customer services are modelled on service excellence.

The role exercises delegated responsibilities and leads complex strategies, multi-functional reform programs and industry and/or agency engagement on a range of business transformation initiatives, including cost recovery, development and enhancement of digital services, and business and industry activities, that support government priorities, agency objectives, and industry outcomes.

The role leads strategic business planning, financial and risk management, and business transformation initiatives, including ensuring the delivery of agency Portfolio Statements and annual, environmental, financial and compliance performance reports.

Key Accountabilities

- | | |
|--|--|
| <ul style="list-style-type: none"> Lead and oversee the development, management and delivery of the State's fisheries and aquaculture licensing, leasing, information management, and associated regulatory business systems ensuring support for effective regulatory outcomes and agency priorities. Lead multi-functional organisational reform, digital transformation and service improvement programs and initiatives that respond to emerging business, technological and regulatory requirements and deliver improved agency and stakeholder outcomes. Lead and direct the delivery of regulatory administration, governance, business services, and organisational performance functions, ensuring alignment with strategic priorities, corporate frameworks and performance expectations. | <ul style="list-style-type: none"> Lead the monitoring, assessment and resolution of complex service delivery issues arising under Service Level Agreements with PIRSA Corporate, industry and third-party service providers, identifying risks and opportunities and implementing appropriate responses. Lead and develop strategic working partnerships across PIRSA, cross-government, industry and other key stakeholders to influence policy, service delivery and strategic directions. Provide high-level expert advice, data and assessments to the Executive Director, Chief Executive, Minister, and stakeholders on regulatory and business services matters, directly influencing strategy, policy, planning and decision-making Oversee the evaluation and reporting on the Fisheries and Aquaculture Division budget and corporate responsibilities to identify emerging financial, operational and strategic risks and ensure appropriate actions are taken to support the current and future requirements of the Division. |
|--|--|

Role Description

- Lead and manage the annual state-wide cost recovery process across the fisheries and aquaculture sectors including determining strategic approaches, managing stakeholder interests and addressing complex policy, financial and regulatory issues.

Key Deliverables / Results

- | | |
|--|---|
| <ul style="list-style-type: none"> Contemporary, effective and value-adding fisheries and aquaculture licensing, leasing, information management, and regulatory and business services and systems are maintained and continuously improved to deliver improved outcomes for the agency, industry and other stakeholders. Strategic reform, digital and business transformation, and service improvement programs and initiatives are developed and deliver significant improvements in service delivery and operating models, respond to emerging business, technological and regulatory requirements and improve agency and stakeholder outcomes. Strategic development and direction of the Division is strengthened through high-level advice, data and analysis directly influencing government and agency decision-making on operational and business service delivery programs. Contemporary best practice administrative, governance, and business support practices, systems and processes supporting organisational performance, corporate priorities and effective delivery of PIRSA strategic plan and other business operations frameworks and standards are developed and evaluated, including across the fisheries and aquaculture sectors, ensuring alignment with divisional strategies, business planning and State-wide cost recovery processes with risks, opportunities, emerging priorities and complex, sensitive issues identified and addressed Strategic and expert advice is provided to the Executive Director, Fisheries and Aquaculture, on highly political and complex regulatory and business services issues, directly influencing strategy, policy, planning and government decision making. | <ul style="list-style-type: none"> Strategic workforce capability is strengthened through effective performance management, capability development and workforce strategies that support strategic goals and action plans. Leading-edge continuous improvement and contemporary leadership practices are developed to strengthen organisational capability and create a high-performing work environment that encourages innovation, creativity, initiative and excellence. Strategic workforce planning informs current and future capability requirements, influencing the attraction, recruitment and retention of the right skills and expertise required to deliver critical business outcomes. Strategic collaborative relationships are established and maintained with fisheries industries, Ministers, PIRSA Executives, other business units within the Fisheries and Aquaculture Division and other government, private sector and community groups, to influence policy, develop strategic directions and achieve outcomes at both a State and national level. Cross-agency collaboration is strengthened through the integration of expertise, resources and delivery mechanisms and achieve complex strategic outcomes across the Fisheries and Aquaculture Division and other relevant Divisions of PIRSA. PIRSA is effectively represented in government, industry and sector forums, informing strategic direction, regulatory approaches and outcomes on matters of State and sector significance including identifying and managing strategic and regulatory risk where limited frameworks, precedents and guidelines exist. High-level and expert recommendations, briefings, Ministerial responses and reports are developed and delivered to influence and guide government decision-making and provide critical information on the Division's activities. |
|--|---|

Relationships

- | | |
|---|--|
| <ul style="list-style-type: none"> Reports to the Executive Director, Fisheries and Aquaculture. Part of the leadership team within the Fisheries and Aquaculture Division. Leads and manages a team of professional staff in the delivery of critical regulatory and business services programs and plans. Represents the agency in State and national government forums, building strong working relationships with these government bodies and industry stakeholders | <ul style="list-style-type: none"> Fosters internal relationships with PIRSA Corporate and other Business Divisions and collaborates across the Fisheries and Aquaculture Division, as well as other government agencies. Provides high-level support to the Executive Director, Fisheries and Aquaculture, on regulatory and business services matters as required and provides high-level briefings to the Executive Director, Chief Executive and Minister. |
|---|--|

Requirements

- Possession of a current driver's license 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).

Qualifications

- A relevant qualification in Business or a related discipline, would be highly desirable.

Role Description

- 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.

Corporate Responsibilities

- Keep accurate and complete records of business activities in accordance with the *State Records Act 1997*.
- Maintain a commitment to the *Public Sector Act 2009* and *Work Health and Safety Act 2012* and their legislative requirements.
- Observe the Code of Ethics for the South Australian Public Sector and the Public Sector Values.
- Demonstrate a commitment to creating and maintaining a fair, inclusive and diverse working environment that values and utilises the contribution of all. In particular show support for the inclusion of Aboriginal and Torres Strait Islander people and other under-represented groups.

Capabilities

Capability	Behaviours
Professional & Technical Knowledge Comprehensive knowledge of the <i>Fisheries Management Act 2007</i> and <i>Aquaculture Act 2001</i> as they apply to the fisheries and aquaculture industries sector; extensive knowledge of business service delivery, and project and risk management, processes and standards.	- Extensive and expert knowledge of regulatory and high-level business service delivery functions and models, including cost recovery, strategic planning, policy development, procurement, risk, HR, WHS, data, asset management principles and policy, and relevant major issues, trends and developments. - Demonstrates high-level written, negotiation and stakeholder engagement skills, including networking widely and confidently with key individuals and stakeholder bodies and communicates industry knowledge in a way that can be appreciated in government. - Extensive experience leading and managing the development and delivery of strategic reform, digital transformation and business transformation programs and initiatives including managing and identifying risk, governance, change management and due diligence processes and building organisational capabilities. - Extensive experience leading, managing and developing high performing teams in the delivery of significant programs, including all aspects of workforce planning, performance management, professional development and coaching and mentoring. - Proven capacity to work effectively under broad direction, operate in a highly public, responsible, accountable and politically sensitive environment and make decisions in complex situations where limited precedents, policy guidance or established frameworks exist.
Strategic Focus Maintains clear sense of strategic direction within national, state and local political contexts; persistently builds and sustains momentum and direction in an environment of ongoing change.	- Turns strategic decision and imperatives into actionable plans. - Demonstrates clear understanding of the organisation's strategic plan and strategic objectives. - Sets organisational priorities by discriminating between important and essential activities. - Ensures that PIRSA's operational plans follow the intent of strategic planning. - Builds the organisation's capacity to realise its strategic goals.
Organisational Knowledge / Political Nous	- Understands the current and changing role of government and industry and its relationship to the wider social, cultural and economic environment. - Understands how different groups, or different aspects of the organisation, contribute to the whole. - Understands the forces that shape the views and actions of stakeholders.

Role Description

Demonstrates strategic systems level understanding of structure, operation and key personnel for the organization; exercises astute political judgement in high-level, complex contexts.	• Accurately reads situations, organisational and external realities. • Exercises tact and discretion in dealing with politically sensitive and complex issues.
Leading & Motivating Others / Change Management Provides a clear and compelling overview for the change in its larger context; leads by example at the highest level; acts as a role model of effective public sector leadership; causes people to believe what they do makes a difference; uses different leadership styles effectively to achieve objectives.	• Demonstrates confidence and leadership in ambiguous, turbulent and changing situations • Creates multi-levelled strategies to deal with change and its impact. • Encourages and supports others to stretch themselves to grasp new challenges and opportunities. • Recognises the critical issues and developments affecting the organisation and the State, and intervenes from a whole of agency perspective. • Understands, and is able to represent, the broad and diverse range of businesses across the organisation. • Influences others to assume ownership of organisational goals.

HRMS No:		ANZCO Code:		Objective ID:	qA272203
Delegate Approval:	Prof. Gavin Begg – Executive Director Fisheries and Aquaculture			Date:	15/10/2026
Approved and Classified by People and Culture:	HR Business Partner – 13/10/26				