

Information Release Officer (ASO3)

Role statement



Government
of South Australia
Department for Infrastructure
and Transport

Organisational alignment

Division: Transport Policy and Regulation
Directorate: Service SA
Section: Customer Experience and Knowledge Services

Reporting relationships

Reports to: Team Leader TRUMPS Information Release
Direct reports: 0 FTEs

Role overview

Service SA is responsible for creating a frictionless customer experience in delivering transactional and regulatory services for the Transport Policy and Regulation Division through an integrated multi-channel approach.

The TRUMPS Information Release Officer reports to the Team Leader TRUMPS Information Release. The team is tasked with the timely provision and coordination of information requests on behalf of the Registrar of Motor Vehicles. These requests originate from the general public, law enforcement agencies, and external organisations, and may include subpoenas or other legally enforceable inquiries.

The Information Release Officer handles sensitive information in accordance with strict legislative requirements, ensuring it is used for identification purposes, asset management, insurance-related activities, and court evidentiary needs.

In addition, this role contributes to conducting investigations, preparing reports with recommendations, maintaining records and systems, and contributing to the development of programs, services and projects. The role undertakes various functions associated with assigned programs, projects, systems, and services, including coordinating and managing related processes, provisions, and information.

Further information about the Department can be found at: <https://www.dit.sa.gov.au/about-us>

Our values

We pride ourselves on applying these values to our day-to-day interactions and individual performance. They shape our approach to achieving our strategic agenda.



Collaboration

We work together as one team to serve our customers.



Honesty

We are honest, open and act with integrity.



Excellence

We commit to excellence in everything we do.



Enjoyment

We enjoy our work and recognise our success.



Respect

We respect, understand and value the people we serve.

Key outcomes required of the role

- Undertake the release of sensitive information in accordance with the Motor Vehicles Act and other relevant legislative and regulatory frameworks.
- Review, assess and process information requests from internal and external stakeholders, ensuring compliance with legislative requirements, policies and established procedures.
- Interpret and apply relevant Acts, regulations and policies to determine the appropriate release of information.
- Collaborate with internal and external stakeholders, providing specialist advice on information management, disclosure requirements and legislative compliance.
- Liaise with the Team Leader TRUMPS Information Release to identify and implement continuous improvement opportunities, ensuring processes remain efficient, effective and compliant with quality standards.
- Support in the processing of subpoenas, court orders and other statutory requests, ensuring accurate, timely and legally compliant responses.
- Demonstrate highly effective written and verbal communication skills when liaising with diverse stakeholders, while developing, maintaining and updating operational procedures, guidance materials, manuals and policies that support information release activities.
- Contribute to a safe, diverse and inclusive workplace free from discrimination and harassment by working in accordance with departmental values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity principles, and departmental human resource policies, including Work Health and Safety and Wellbeing requirements.

Special conditions attached to the role

- While the organisation supports flexibility where operationally feasible, this position requires attendance in the workplace.
- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- A Working with Children Check (WWCC) is required prior to employment with the Department for Infrastructure and Transport, which must be renewed every five years before expiry.
- Some out of hours and weekend work may be required.
- Some intra/interstate travel may be required.

Educational qualifications / licenses

- Nil

Technical capabilities

The following technical capabilities are desired but not mandatory for the role:

- Demonstrated experience and competency in the use of a registration and licencing database is highly desirable.

Person capabilities

[Our Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; personal attributes; building relationships; achieving results; leadership and growth; and performance enablers.

Refer to our framework for the detailed capabilities required for this stream. This role is classified as:

Stream 1: Team member

Stream 1 roles would typically consist of individual contributors and team members (indicative classifications include ASO1-3, GSE2, PO1, OPS1-3, TGO0-1, TRA, CMW3-7, M8-11, WBT3-6).

Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the person capabilities (from Our Capability Framework) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the role overview and key outcomes.

- Demonstrates effective communication skills when interacting with applicants, stakeholders and agencies, exercising tact, diplomacy and a high degree of confidentiality when dealing with sensitive information.
- Consistently manages high volumes of work, pays close attention to accuracy and detail and meets targets within deadlines.
- Sound knowledge and relevant skills associated with the span of assigned functions including an understanding of related government programs, policies, legislation and regulations that impact on the functions of the role.
- Proven ability to work under general direction, independently or as part of a team, plan and organise activities, set priorities, use initiative and judgement in the interpretation of policies and procedures and achieve objectives within deadlines.
- Proven ability to communicate clearly and concisely with a wide range of people, including the ability to listen to stakeholders, handle sensitive or difficult issues with tact and diplomacy, and maintain confidentiality.
- Shows respect for diverse backgrounds, experiences and perspectives including that of Aboriginal and Torres Strait Islander people. Values diversity of thought.
- Shows genuine care for the safety and wellbeing of self and others.

Approved

Signature: _____ Date: _____

Director, Service SA

People, Culture and Capability Use Only	KNet ID: 25331545	ANZSCO code: 3131	Position number: M35967
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