



## Support Services Manager

<b>Branch:</b>	Support Services
<b>Directorate:</b>	Driver and Vehicle Services
<b>Position Number:</b>	00013734
<b>Classification:</b>	Level 7
<b>Physical Location:</b>	Tassels Place, Innaloo
<b>Award/Agreement:</b>	Public Service Award & Public Service and Government Officers General Agreement

Department of Transport is a progressive organisation with the vision to be recognised as a leader in providing world-class transport services and solutions. The Department's main focus is to provide a safe, accessible, sustainable and efficient transport services and systems that promote economic prosperity and enhance the lifestyles of all West Australians.

The Department forms part of the Transport portfolio, also comprising of Main Roads WA and the Public Transport Authority.

### Our Values:

We welcome [Fresh Thinking](#) and finding better ways of working

We set [Clear Direction](#) and have the courage to follow through

We work together to deliver [Excellent Service](#)

We make things happen through our [Great People](#)

Department of Transport (DoT) is an equal opportunity employer and embraces diversity as we believe the best services come from a workplace in which varied viewpoints are welcomed and encouraged.

## Overview of Directorate

Driver and Vehicle Services (DVS) is responsible for administering all aspects of driver and vehicle licensing in accordance with Western Australia's 'road law' as defined in the *Road Traffic (Administration) Act 2008* and subsidiary Regulations.

DVS has one of the greatest number of interactions with the public of any State Government Agency. Managing licensing functions for over 1.8 million WA registered drivers and 2.8 million WA registered vehicles. To ensure the safety of the users and vehicles on WA's expansive road network, DVS works in partnership with other agencies to ensure that mobility on WA roads is efficient and free flowing. DVS is represented on State and National transport committees and councils to ensure that Western Australian transport policy objectives and road safety programs are facilitated and achieved utilising an effective, collaborative and consultative approach.

The DVS mission is Safe Drivers, Safe Vehicles, Secure Identities, and Quality Service.



## Overall Purpose of the Role

- Manages the operational performance of the Support Services branch by leading the delivery of essential services;
- Leads in the development and implementation of licensing strategies in accordance with Driver and Vehicle Service's strategic direction and business plans;
- Implements, monitors and reports on achievements in relation to standards for legislative compliance, customer service and timeliness of information;
- Develops and implements business plans risk management strategies, and key performance indicators; and
- Builds and maintains close working relationships with internal and external stakeholders.

## Work Description

### STRATEGIC MANAGEMENT

- Contributes to the Department's strategic plans and directions and translates these into clearly articulated business plans.
- Responds to the values, perceptions and needs of customers, stakeholders and the community in the development of business plans.
- Prioritises and allocates resources in accordance with the business plan.

### RELATIONSHIP MANAGEMENT

- Creates a climate of co-operations, respect and trust.
- Practises open two way communication and models the Department's Values and openly addresses conflict situations.

### PARTICIPATIVE PEOPLE MANAGEMENT

- Involves others in problem solving and decision making.
- Communicates a common purpose and direction.
- Empowers, motivates and develops the diverse talents of the workforce.

### RESULTS MANAGEMENT

- Actively involves the team in setting realistic and challenging goals to achieve desired business outcomes.
- Aligns the efforts of the team and mobilises and directs resources to achieve business outcomes.
- Delivers outcomes within agreed parameters, eg, time, cost and quality.

### INNOVATION AND IMPROVEMENT

- Anticipates opportunities and trends, and initiates change and innovation to enhance product and service delivery.
- Leads and empowers the team in innovative thinking and developing creative solutions, with an environment of transparency and accountability.
- Demonstrates a positive and effective approach to managing and implementing organisational change.



## ROLE SPECIFIC

- Provides oversight and manages the operational performance of Support Services by leading and managing the delivery of essential services related, to Vehicle Transfers and Plates and the issuance and management of infringements.
- Implements, monitors and reports on the level the legislative compliance, customer service and the timeliness of information.
- Develops and implements strategic business plans, risk management strategies and key performance indicators.
- Liaises and engages with a range of internal and external stakeholders and departmental staff on a variety of support services, including vehicle transfers, plates, and operations.
- Exercises delegation on behalf of the Director General related to the approval of Optional number plate applications, issue of infringement notices and vehicle support services.
- Represents the Department and Driver and Vehicle Services in consultations and negotiations with other Government agencies, external customers, service providers, and community and industry groups.
- Operates within the Department's Corporate Governance Framework, policies and procedures.
- Other duties as required.



## Work related requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

### Criteria

#### ESSENTIAL:

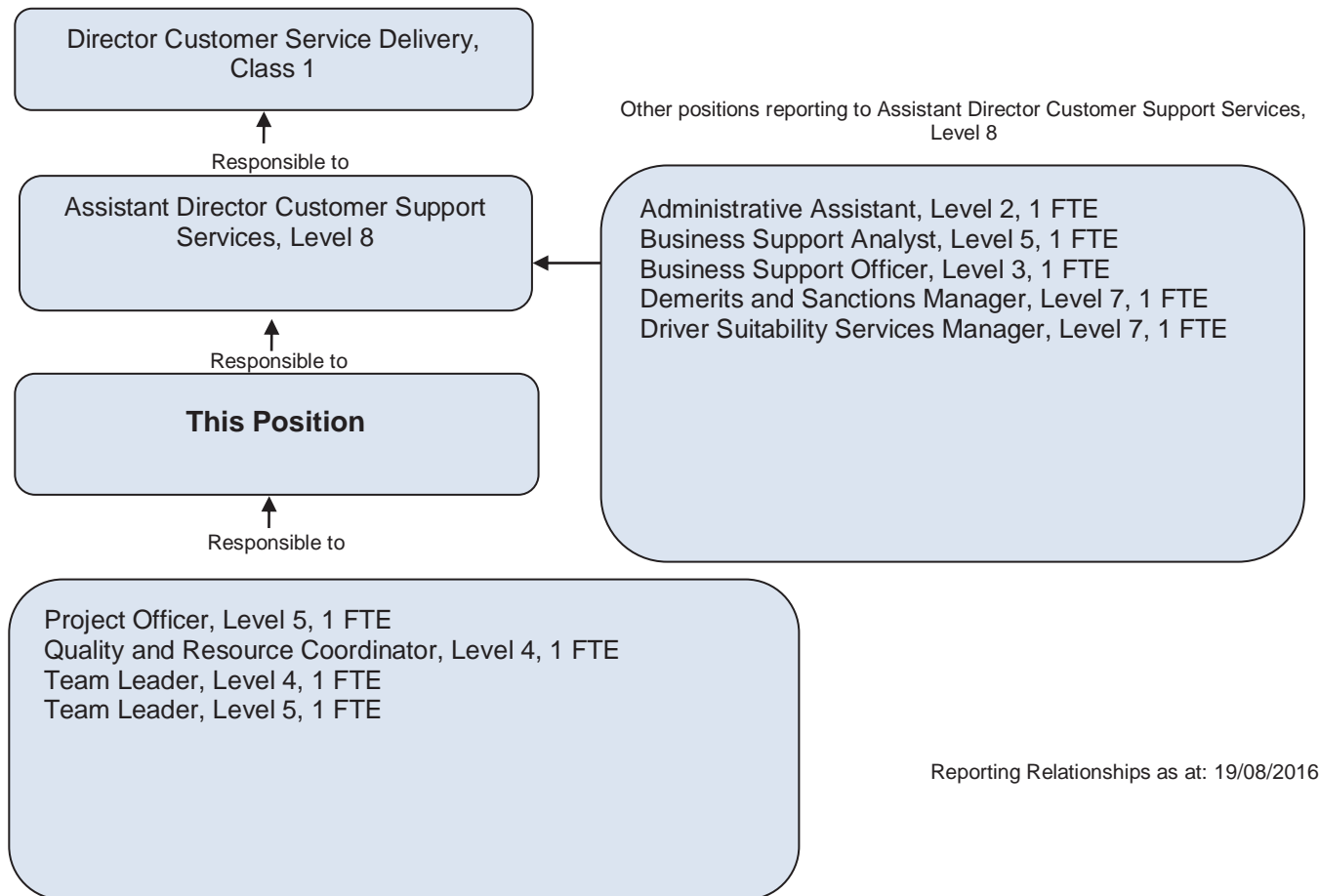
1. Substantial experience in the delivery of key customer support services in a high volume and pressured environment for a large and complex organisation.
2. Experience and knowledge in applying and interpreting Acts, legislation, regulations, policies and procedures to enable delegations that are exercised to withstand scrutiny.
3. Well-developed negotiation and conflict resolution skills.
4. Well-developed conceptual, analytical, and problem solving skills in order to offer innovative solutions to complex problems.

#### DESIRABLE:

Nil



## Reporting Relationships



Reporting Relationships as at: 19/08/2016

## Allowances/Special Conditions

A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position.

## Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

**Executive Director  
People and Organisational Development**