



# Senior Tenancy Bonds Officer

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## Job Description Form

### Position details

Position number	Various
Level	2
Award/Agreement	Public Service Award 1992 Public Service and Government Officers General Agreement 2014
Branch	Bonds Administration
Directorate	Licensing and Registration
Division	Consumer Protection
Location	Cannington

### Job description

#### Overview of role

The Senior Tenancy Bonds Officer is responsible for undertaking the full range of activities required for processing bonds transactions, and also for approving transactions processed by other officers. The position provides information and assistance to clients in relation to applications for bonds transactions.

#### Key responsibilities

- Process bonds transactions in accordance with relevant legislation, policies and procedures.
- Oversee the activities of the Tenancy Bond Officers to ensure quality assurance including approving transactions processed by the Tenancy Bond Officers in accordance with Branch procedures and work practices.
- Provide information to clients to enable them to comply with relevant legislation and seek outstanding information when required.
- Ensure that timely and effective service is provided to clients.
- Assist in coaching and mentoring team members.
- Ensure that information in the Bonds Management System is accurate and up-to-date.
- Contribute to review of procedures and work practices with a view to continuous improvement of service delivery.
- Carry out all duties in accordance with the requirements of Public Sector Standards, the Code of Conduct and the Code of Ethics.

- Takes reasonable care to protect their own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the *Occupational Safety and Health Act 1984*.

## Work related requirements

### Conceptual and analytical skills

1. Proven ability to identify and find solutions with a focus on continuous improvements to complex administrative problems.

### Technical skills and work management

2. Proven computer skills including a working knowledge of databases, spread sheets and word processing.

### Client relationships, team and people management skills

3. Ability to respond to requests for information in a timely manner, to manage own behaviour and work well in a team environment.

### Professionalism

4. Is punctual, reliable, hardworking, enthusiastic and supportive of other team members.

### Communication

5. Ability to listen to, understand and liaise with a diverse range of people.

## Appointment conditions

Integrity requirement	A satisfactory, National Police Certificate or National Police History Check.
Travel requirements	No regular travel is required for this role.
Driver's licence	No licence is required for this role.
Other	Nil.

## Certification (HR use only)

The duties, responsibilities and requirements of this role have been approved by the appropriate delegated authority.

This Job Description Form was registered on 21/02/2014.