



## Quality and Resource Coordinator

<b>Branch:</b>	Support Services
<b>Directorate:</b>	Driver and Vehicle Services
<b>Position Number:</b>	00025414
<b>Classification:</b>	Level 4
<b>Physical Location:</b>	Tassels Place, Innaloo
<b>Award/Agreement:</b>	Public Service Award & Public Service and Government Officers CSA General Agreement

Department of Transport's vision is to have the best integrated and intelligent transport services and solutions for the State. We provide and enable safe, accessible and efficient movement for the economic and social prosperity of Western Australia.

The Department forms part of the Transport portfolio and includes 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

- The Quality and Resource Coordinator reviews and quality assures for compliance with legislative requirements and ensures appropriate standards are achieved.
- Makes recommendations to develop, formulate and implement relevant policies, procedures and systems that are consistent with legislation and modern practices.
- Monitors workloads and coordinates the allocation of human and physical resources within the respective team using planning, forecasting and scheduling processes to ensure targets and outcome are met.
- Prepares and produces statistical reports from the Transport Executive Licensing Information System (TRELIS).
- Provides support to staff within the Support Services Branch.

## Work Description

### 1. QUALITY CONTROLS

- 1.1. Quality assures Support Services correspondence in accordance with Departmental and Ministerial standards prior to submission for review and approval.
- 1.2. Designs and implements best practice methodologies using up to date technology and processes.
- 1.3. Provides input to the development of Support Services policies and procedures in relation to quality control, auditing and security functions to satisfy Government directives, legislative and Departmental requirements.
- 1.4. Develops operational procedural manuals and provides training and support.

### 2. LEGISLATIVE AND POLICY COMPLIANCE

- 2.1. Develops compliance and user procedure manuals and performs ongoing review to ensure all changes to team processes are implemented in accordance with the approved amendments.
- 2.2. Identifies and analyses sources of non-compliance variances and discrepancies to develop and implement corrective measures which comply with approved processes and legislative requirements.
- 2.3. Assists with the investigation of more complex internal and external queries and prepares draft responses, including Ministerial draft responses.

### 3. RESOURCE COORDINATION

- 3.1. Monitors workloads and coordinates the allocation of human and physical resources within the respective teams using planning, forecasting and scheduling processes to ensure targets and outcome are met.
- 3.2. Designs, develops and maintains the Support Services roster in consultation with Support Services Manager, Team Leaders and Project Officer.
- 3.3. Assists and supports the Support Services Manager, Team Leaders and Project Officer on a range of issues pertaining to staffing levels and the recruitment and retention strategies required in being able to retain staff.



#### **4. ADMINISTRATIVE AND PROJECT SUPPORT**

- 4.1. Liaises and builds working and communication relationships with staff, other internal and external stakeholders and other government agencies in the formulation, evaluation and implementation of procedures, standards and testing.
- 4.2. Assists and supports the Branch on a range of projects as and when required.

#### **5. OTHER**

- 5.1. Undertakes additional duties when requested.



## 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:

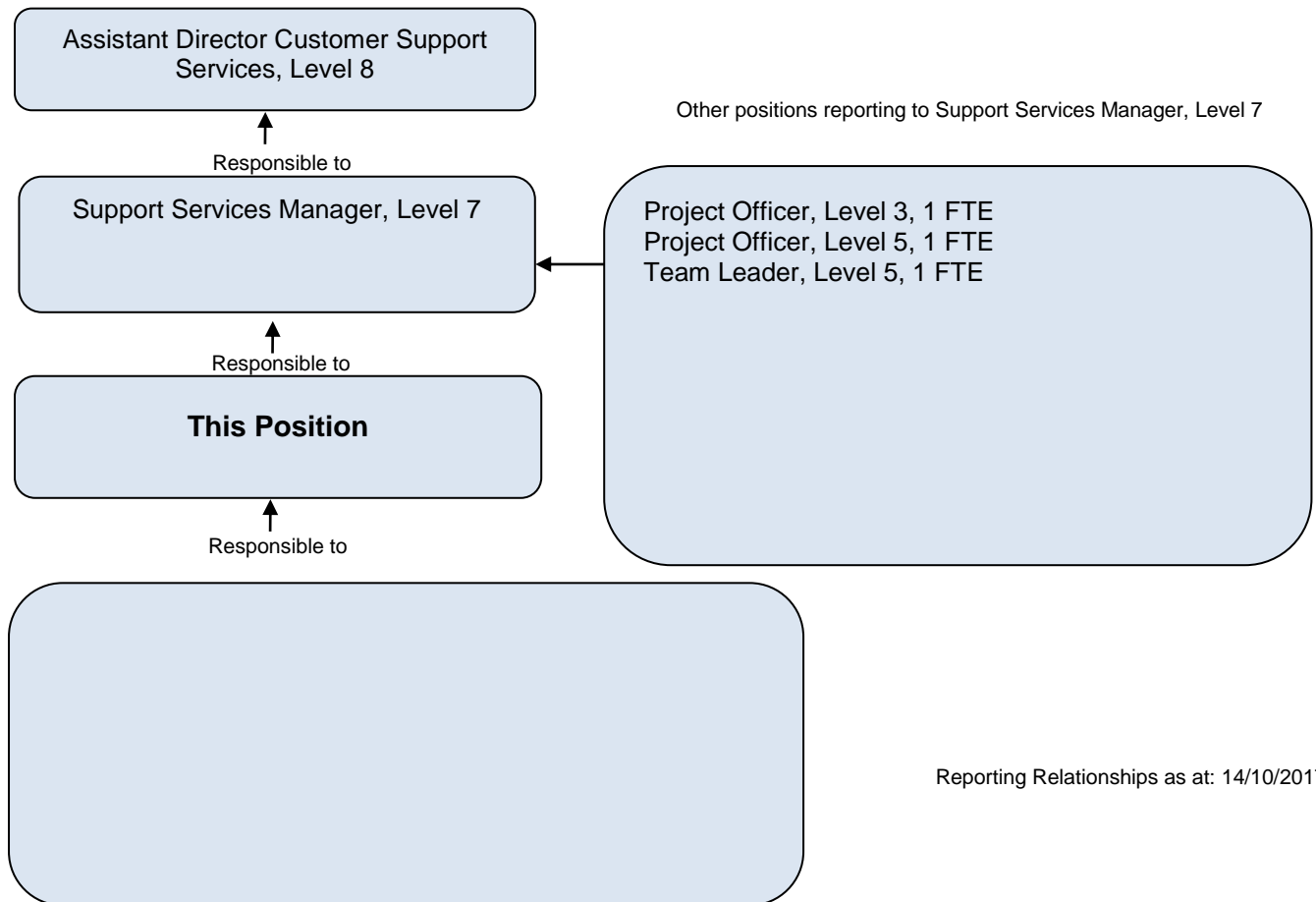
1. Demonstrated experience in applying relevant quality assurance principles, practices and procedures together with applying and interpreting related legislation and policies.
2. Knowledge and understanding of contemporary workforce management principles.
3. Well-developed verbal and interpersonal communication skills in being able to liaise and engage with internal and external stakeholders.
4. Sound written communication skills with the ability to prepare detailed reports, business processes and procedures.
5. Well-developed conceptual, analytical and problem solving skills.
6. Demonstrated ability to work autonomously, but also as a member of a team in being able to contribute to the achievement of team goals.

#### DESIRABLE:

Nil



## Reporting Relationships



## 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**