



Project Manager

Branch:	Customer Service Delivery
Directorate:	Driver and Vehicle Services
Position Number:	00025719
Classification:	Level 6
Physical Location:	Tassels Place, Innaloo
Award/Agreement:	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

- Develops, leads and manages projects to support the continuous improvement of service delivery within the Customer Service Delivery (CSD) team.
- Designs, leads and successfully implements change initiatives and projects within CSD in relation to ongoing service improvements.
- Develops implementation plans, project reports and measures benefits realisation of projects.
- Identifies and analyses issues and recommends strategies for improvement in relation to customer service delivery business operations.
- Is part of the CSD leadership team and contributes to the outcomes of CSD strategy

Work Description

- Leads and manages stakeholder relationships, negotiations, project reporting, and overall project delivery including benefits realisation in CSD projects.
- Develops and maintains strong relationships with internal executive stakeholders to facilitate the identification and embracing of innovative and strategic business improvement opportunities.
- Manages and undertakes research, analysis and evaluation of business processes and best practice approaches to the delivery of customer service.
- Participates positively in implementing organisational change and leads change within the business unit on project implementation.
- Identifies and analyses, as directed, issues confronting customer service delivery
- Manages CSD projects to achieve strategic and project objectives and outcomes.
- Develops and obtains costs for a range of available solutions.
- Recommends programs and strategies and develops detailed action plans and identifies resources required, both human and physical.
- Coordinates and presents project reports, statements, status reports to steering committees or other bodies as required.
- Monitors and coordinates the day to day activities, finances and focus of project teams and provides supervision to employees engaged on projects as required.
- Represents CSD in consultations and with well-defined authority, in consultation and negotiations with government agencies, external customers, service providers and community groups, industrial and interested parties as required.
- Develops programs, strategies and action plans to evaluate the effectiveness of implemented initiatives.
- Undertakes such other responsibilities as may be assigned from time to time.



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:

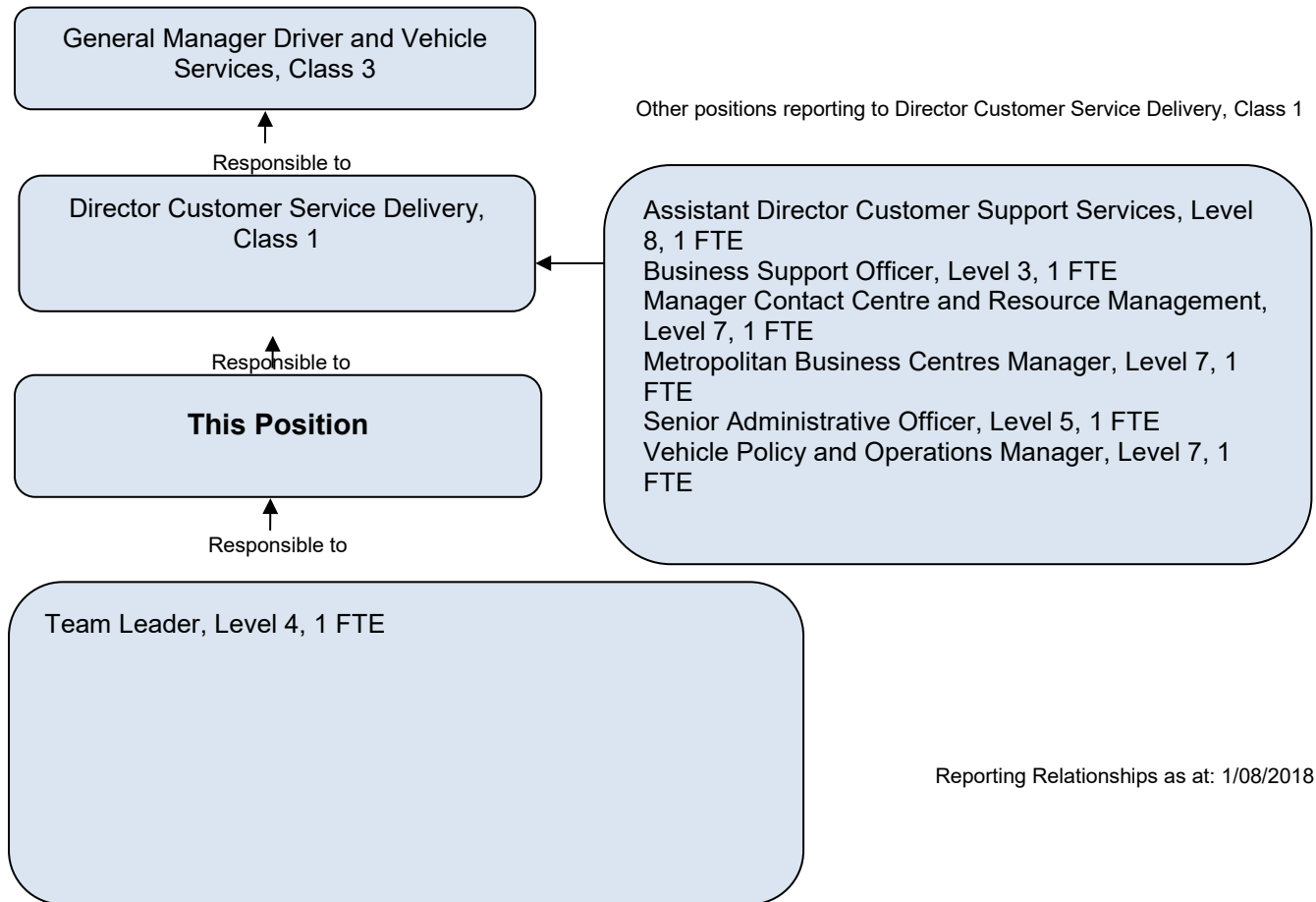
1. Demonstrated experience in leading and managing projects, including the ability to manage multidisciplinary teams to deliver outcomes within defined timeframes and budget.
2. Highly developed interpersonal and communication skills, including experience in developing partnerships and delivering effective change activities and outcomes.
3. Strong written skills including the ability to present and articulate ideas, liaise effectively with all levels of staff, and internal and external stakeholders.
4. Highly developed analytical and problem-solving skills with a strong attention to detail.
5. Demonstrated negotiation skills in the context of project development and delivery.

DESIRABLE:

Nil



Reporting Relationships



Allowances/Special Conditions

A current national police clearance certificate incorporating criminal and traffic convictions and infringement 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**