



Business Information Officer

POSITION DESCRIPTION FORM

Region / Portfolio / Directorate:

Road Safety Commission (Commission)

District / Branch:

Finance & Business Services

Work Unit:

Business Services

Position Description Number:

218822

Rank / Level / Band:

Level 3

Position Category:

Choose an item.

Employment Conditions

Industrial Agreement/Award: Current PSA, PSGOGA and Agency Specific Agreement

Work Pattern: Monday - Friday: May be required to work outside normal operating hours

Location: Perth

Position Objective

Provides coordination and implementation of business systems support initiatives; identifies, develops, monitors and coordinates the information management and information technology environment for the Commission including practices, and/or procedures to provide recommendations for further consideration or action Risk identification and end user on-boarding.

Role of Portfolio/Unit



The Commission is a discrete unit attached to the Western Australia Police Force and administratively accountable to the WA Police Force Commissioner but, through the Road Safety Commissioner, reports directly to the Minister for Road Safety on road safety matters. The Commission is responsible for leading the development, integration and implementation of state wide road safety strategies, policies and programs to reduce serious crashes on Western Australian roads.

Our vision is to eliminate life changing road trauma in Western Australia. We aim to achieve this through a safe road system that encourages safe behaviours and provides forgiveness for human error so crashes do not result in serious harm. We seek ambitious, step change improvements on this journey through a paradigm shift to a safe system approach.

Our values of **Collaboration – Trust – Integrity - Professionalism** underpin all we do. These values guide the way we conduct our work, how we engage with others and deliver services to our customers. Each Commission employee's ability to demonstrate how they apply our values is important.

Reporting Relationships

This position reports to:

- Executive Manager, Business Services, Level 7

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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Key Accountabilities

1 Systems Support & Analysis

- 1.1 Compiles and analyses data related to supported business systems and, where appropriate, provides recommendations to senior management on tactical or strategic implications.
- 1.2 Manages crisis/problem communications to the end user, ensuring expectations and perceptions are managed, including the change management of any new processes that may be introduced.
- 1.3 Reinforces Commission standards in business processes as well as identified business process changes required to ensure Agency standards are maintained.
- 1.4 Undertakes (either individually or as Project Leader) straightforward projects, and/or components of a more complex project, to investigate issues and/or develop and implement initiatives at a Branch/Portfolio.
- 1.5 Undertakes, and/or coordinates and supervises, the research, collation, analysis and evaluation of business system support issues, policies, practices, and/or procedures to identify relevant factors and provide recommendations for further consideration or action.
- 1.6 Consults and negotiates, within well-defined authority, with areas having an interest in, or which will be impacted by, changes to applications and ensures benefits are monitored.
- 1.7 Participates in negotiations with consultants, external agencies and WA Police personnel at all levels.
- 1.8 Develops methods to evaluate the effectiveness of implemented initiatives.
- 1.9 Coordinates the implementation and/or evaluation of information management and information technology initiatives as directed.
- 1.10 Represents the Commission and liaises with all levels of the Agency on Information Communications Technology (ICT) issues.
- 1.11 Provides assistance to the Executive Manager as required.
- 1.12 Coordinates end user training for Commission personnel.

2 Business System Analysis

- 2.1 Identifies requirements and creates new procedures and/or identifies existing procedures that require review.
- 2.2 Develops and implements procedures and monitors user issues with the Commission.
- 2.3 Identifies and manages administrative risks and issues while adhering to approved standards and processes.
- 2.4 Undertakes Commission System Reporting and liaises with the Executive Manager, project managers and other stakeholders.
- 2.5 Reviews and improves procedures to improve effectiveness.

3 Other

- 3.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 3.2 Undertakes other duties as directed.

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Work Related Requirements

Essential

Context in which work related requirements will be applied and or general standard expected.

Communication

Liaising with officers at all levels. Interacting with customers, ensuring the provision of effective support of applications. The ability to build and maintain effective internal and external stakeholder relationships to achieve a strong customer focus in the delivery of application support. Working effectively as part of a team.

Analytical

Demonstrating initiative and decisiveness. Researching and analysing issues, evaluating findings and presenting feasible solutions with minimal direction.

Planning and organisation

Scheduling, organising and planning work to be undertaken to complete projects within deadlines. The ability work independently and manage conflicting priorities and demands.

Information Management and Technology

Demonstrated ability in supporting and delivering information management and information technology to meet the needs of the business and end users, including maintaining contemporary and reliable systems.

Desirable

- Coordinating and/or managing small projects or components of larger projects.
- Possession of, or progression towards, a relevant tertiary qualification.

Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

Certification

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

Position	Name	Date
Workforce Design and Consultancy	Pamela Soares	05/02/2019
A/Assistant Director Finance and Business Services	Kim Law	05/02/2019