

<b>Position title</b> Enquiry and Engagement Officer		<b>Position number</b> OIC00044
<b>Classification level</b> Level 4	<b>Award/Agreement</b> PSA 1992/PS CSA Agreement	<b>Effective date</b> October 2025
<b>Directorate</b> Directorate	<b>Branch</b> enter text.	<b>Location</b> Perth CBD

### Organisational context

The new Office of the Information Commissioner (OIC) established as an independent oversight and regulatory body on 1 July 2025, builds community trust by empowering Western Australians to know and exercise their privacy and information access rights.

The OIC is the new regulator and source of independent advice to the community and the Western Australian Government about how the public sector handles personal and government information.

The OIC led by the Information Commissioner (Commissioner) is established under the *Information Commissioner Act 2024* (IC Act). The Commissioner will be supported by the Privacy Deputy Commissioner and Information Access Deputy Commissioner, to oversee both privacy and freedom of information (FOI) matters in Western Australia.

### Reporting relationships

Responsible to:	NEW	Level 9	Director Conciliation, Legal and Enquiries
<b>This position:</b>	<b>NEW</b>	<b>Level 4</b>	<b>Enquiry and Engagement Officer</b>
Direct reports:	Nil		

### About this position

The Enquiry and Engagement Officer is responsible for receiving and assessing enquiries and notifications received by the OIC and preparing recommendations about how each matter should be actioned in accordance with the Privacy and Responsible Information Sharing Act 2024 (WA) (PRIS Act), IC Act and the Freedom of Information Act 1992 (WA) (FOI Act).

Under guidance the position holder will respond to enquiries from members of the public and other stakeholders regarding the jurisdiction of the OIC, the relative functions and powers of the Commissioners, and the applicable assessment, conciliation and determination processes.

### Key deliverables – what this position involves

- Provide assistance and information in response to enquiries relating to the OIC including incoming calls and records relevant data in an online database.
- Provides advice on the functions and powers of the Information Commissioner, Privacy Deputy Commissioner and Information Access Commissioner in accordance with the PRIS Act and FOI Act including the applicable assessment, conciliation and determinations processes provided by the legislation.
- Maintains up-to-date knowledge of current FOI, privacy and information sharing matters, information management issues, trends, relevant legislation and standards. Contributes to the development of policies and procedures relevant to FOI, privacy and information sharing compliance.
- Maintains and manages records, information, and the progress of matters through accurate and timely data entry.

- Ensures continued integrity and accuracy of information and records within the relevant electronic records management system. Assists in the compilation of relevant statistics and reports.
- Finalises case files and provides written responses to all stakeholders involved in notifying or working with the OIC.
- Where required, undertakes and/or participates in projects relating to all relevant OIC matters.
- Demonstrate a commitment to adhere to the Offices' Code of Conduct, Public Sector Commission's [Ethical Foundations](#) and [Equal Employment Opportunity](#) legislation.
- Other duties as required in accordance with strategic objectives, business plans, workload priorities and performance management plans.
- Demonstrates the expected behaviours of the role as outlined below.

### Leadership expectations – our expectations of you

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

For this role, you will be someone who exhibits behaviours and mindsets within the leadership context of [Personal Leadership](#).

Essential selection criteria – what you need to bring to this role	
<b>1 Role specific requirements</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written skills.</li> <li>• Ability to interpret and apply legislation to aid in the formulation of accurate advice.</li> <li>• Understanding of complaint management processes and proven experience in managing difficult people and resolving conflict.</li> </ul>
<b>2 Lead collectively</b> Seek and build key relationships, work together and focus on the greater good.	<ul style="list-style-type: none"> <li>• Takes responsibility for own work and providing quality service.</li> <li>• Takes care to use accurate information, follows correct policies and procedures, and pays attention to detail.</li> <li>• Establishes trusted working relationships and draws on the team for support to deliver high quality work.</li> </ul>
<b>3 Think through complexity</b> Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.	<ul style="list-style-type: none"> <li>• Uses systematic thinking.</li> <li>• Seeks alternative options to a problem before implementing a solution.</li> <li>• Uses common sense to research, analyse and make evidence-based recommendations.</li> </ul>
<b>4 Dynamically sense the environment</b> Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.	<ul style="list-style-type: none"> <li>• Listens to, understands, and recognises the needs of others in the work environment.</li> <li>• Engages with a positive and open mind.</li> <li>• Seeks to understand issues and problems before reacting.</li> </ul>
<b>5 Deliver on high leverage areas</b>	<ul style="list-style-type: none"> <li>• Seeks quicker and smarter ways of doing their work.</li> <li>• Takes responsibility for managing their work to achieve results.</li> </ul>

**Essential selection criteria – what you need to bring to this role**

Identify priorities, pursue objectives with tenacity and be resilient in the face of challenges.	<ul style="list-style-type: none"> <li>Has personal resilience and perseverance.</li> </ul>
<b>6 Build capability</b> Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.	<ul style="list-style-type: none"> <li>Actively contributes to the development of the team's capabilities and provides technical and professional support to peers.</li> <li>Recognises their contribution to a positive culture.</li> <li>Accepts individual differences and values diversity.</li> </ul>
<b>7 Embody the spirit of public service</b> Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.	<ul style="list-style-type: none"> <li>Displays empathy and compassion, integrity and humility.</li> <li>Shows respect for the work area and operates ethically.</li> <li>Is excellence orientated in delivering results.</li> <li>Recognises their direct impact on the reputation of the sector through their actions and work practices.</li> </ul>
<b>8 Lead adaptively</b> Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.	<ul style="list-style-type: none"> <li>Modifies their behaviour to improve effectiveness with others.</li> <li>Regularly seeks feedback on performance and practices.</li> <li>Looks to understand self – strengths, weaknesses, and potential blind spots.</li> <li>Develops personal and professional goals.</li> <li>Is willing to learn and extend their knowledge and skills.</li> <li>Responds to change.</li> </ul>
<b>Desirable selection criteria</b> <i>Not considered essential to perform the role but may contribute to the ability to undertake the role.</i>	
<b>9 Qualifications, knowledge and/or experience</b>	<ul style="list-style-type: none"> <li>Experience in a regulatory compliance and/or enforcement environment.</li> </ul>

**Special requirements, licenses, accreditations, and conditions**

- A National Police Certificate is required prior to appointment to a position.
- The position holder may be required to travel within Western Australia for operational purposes.

**Certification**

Signature: \_\_\_\_\_  
 INFORMATION COMMISSIONER

Approval date: 10 October 2025

## HR Certification

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Upload date: 10 October 2025