



Position Description

Position Title:	Manager Works Business Support	Classification Level:	7
Position Number:	18714	Reports to:	Assistant Director Application Support L8
Directorate:	Service and Invest	Supervises:	4 FTE
Branch/Section:	Technology Services / Application Support	Location:	Perth Metropolitan Area

Our Values

Empathy

We listen and understand all perspectives and are fair, authentic and compassionate

Clarity

We are clear on our purpose and role, and how we develop, inspire and improve

Accountability

We act with integrity and courage, embracing our collective responsibility and honouring our commitments

Respect

We treat everyone with dignity, recognise contributions, foster collaboration and value diversity

Role Summary

The Manager Works Business Support is responsible for overseeing the support of business applications related to the delivery of works-based maintenance, projects and contracts. This involves managing a small team which ensures the timely delivery of high-quality application support services, to ensure outcomes are delivered that meet client needs and corporate objectives.

Establishes and manages relationships with internal and external clients to improve and promote the effective management of Works related applications and data for the adoption and effective use of strategic business systems. Undertakes strategic and operational analysis of key business systems and data.

Responsibilities

- Maintain a strategic focus on Works Business Systems.
- Contribute to the development and implementation of strategies that ensure dependable and well supported Works Business Systems for clients.
- Operate within allocated resources to meet business and Technology Services priorities.
- Manage the development of technology roadmaps for ongoing maintenance and minor improvements to supported applications.
- Manage the development of, and provide support for, Works Business business applications and/or policy and processes.
- Analyse system requirements in order to design and implement effective business solutions, ensuring these comply with the Department's governance and information frameworks and mapping requirements.
- Manage the delivery and maintenance of the works-related business applications.



- Provide technical advice regarding strategies, implementation, proper use and capacity of works-related business applications and services.
- Provide consultancy advice on Works Data Warehouse requirements.
- Build and manage relationships to ensure satisfaction with service provision.
- Engage with stakeholders to build works-related business applications capability.
- Co-ordinate and manage service provider contracts within the area.
- Undertake regular assessment of risks to supported systems and provide advice and recommendations to the Assistant Director Application Support.
- Demonstrate the values in all interactions to contribute towards a values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Leading Others.
- Perform other duties as required.

Essential Requirements

- Highly developed business analytical skills in a Works business systems environment, with a demonstrated experience in the management and provision of application development and support services within a large organisation.
- Highly developed knowledge of contemporary work business systems, methods and proven experience in the implementation of business application support practices.
- Demonstrated high-level written and verbal communications that are clear and appropriate with the ability to influence effectively and lead the delivery of a customer-centric service.

Desirable Requirements

- Relevant tertiary qualifications.

Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of the Department and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in the **Leading Others** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** 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.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.



Pre-employment Requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

Certification

Verified by: D. Giles, HR Officer, October 2025

Classification Evaluation Date: November 2019