Business Systems Coordinator - Level 5 (00013907)

Group:	*Local Government, Racing, Gaming and Liquor*	**Location:**	*Perth - 140 William St*
Division/Directorate:	*Racing, Gaming and Liquor*	**Supervises:**	*0*
Branch:	*RGL Licensing & Industry Services*	**Reports to:**	*Principal Licensing Coordinator*
Section:	*NA*		

Operational Context

Within the Local Government, Racing, Gaming and Liquor Group (LGRGL), Racing, Gaming and Liquor Division is responsible for regulating and maintaining the integrity of lawful racing, gambling, and liquor activities to support industry and minimise harm.

Role Overview

This position support and liaises with key stakeholders and providers of ICT business systems for operational licensing and compliance activities. In conjunction with key stakeholders, this role works to find solutions to business system issues to enable a seamless flow for the operational areas. This position also undertakes user acceptance testing for all new system releases and enhancements and provides reports on system data.

Building Leadership Impact as a Personal Leader

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles.
Leadership in this position is about the work of individuals who make a direct and immediate difference to the agency, with personal accountability for delivering excellence.

Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Provides appropriate judgement with regard to system issues and liaises with internal and external stakeholders to analyse, prioritise and recommend working solutions for the operational business areas.
- Conducts user acceptance testing for all new system releases and enhancements and provides reports on system data.
- Undertakes a contributing role in providing strategic business and analysis advice and direction to both internal and external stakeholders with respect to the development, implementation and review of data management systems or the licensing and compliance activities within the business.
- Undertakes research, analysis and audits of the information entered into the licensing and compliance data base to ensure that the system is being utilised correctly and captures the information required.
- Identifies and addresses stakeholder requirements, including reporting on progress with projects, reviewing design documentation, testing strategies and plans to ensure that the business requirements are met.
- Translates complex business requirements into clear, actionable insights for developers and ensure actions implemented satisfy business requirements.
- Crafts well-defined, testable user stories with precise acceptance criteria to support agile delivery.
- Collaborates with QA teams during backlog refinement to uncover edge cases, clarify expected behaviours, and enhance test coverage.

Corporate Responsibilities

The following outlines departmental responsibilities:

- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all applicable work health and safety laws.
- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Performs other duties as directed.

Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Well-developed negotiation, interpersonal and communication skills with the ability to articulate complex business requirements and data insights to non-technical stakeholders.
- Well-developed organisation skills, including the ability to manage conflicting work demands, and work to deadlines with minimal supervision.
- Ability to draw on information from a range of sources, use judgement to analyse, works within agreed guidelines to make recommendations and incorporate outcomes into work plans.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a Personal Leader, the following outlines those that are required to undertake this role:

- **Lead Adaptively** - You demonstrate a willingness to extend your knowledge, skills and technical expertise to support your development, seeking guidance when necessary.
- **Embody The Spirit of Public Service** - You are excellence oriented and deliver results for your team.
- **Build Capability** - You engage in processes and activities that grow the team's capability and effectiveness.
- **Deliver on High Leverage Areas** - You take responsibility for managing your work to achieve results, keeping others informed of your progress.
- **Dynamically Sense The Environment** - You communicate clearly, presenting relevant technical and professional information without jargon.
- **Think Through Complexity** - You know where to find relevant information and use a common sense approach to research and analyse, and then make evidence based recommendations.
- **Lead Collectively** - You identify opportunities for improvements in your team, ensuring the work and services you provide always add value to Western Australians.

This position reports to:
Principal Licensing Coordinator
Position No: 00013927   Classification: L6

Positions reporting to this Role:
This position has no direct reports

Position Conditions:

The following outlines pre-employment assessments and ongoing conditions and requirements:

- Nationally Coordinated Criminal History Check

Approved Date

16-JAN-2026