

SENIOR CUSTOMER SERVICE OFFICER - COMPLIANCE

Position Number:	LPB015	Classification Level:	4
Division:	Regulatory Services	Reports to:	Manager Compliance
Team:	Accreditation & Customer Service	Supervises:	0 FTE

Operational context

The Legal Practice Board (**Board**) is the primary designated local regulatory authority under the *Legal Profession Uniform Law (WA)*. The Board's mission is to be an effective, efficient and innovative regulator of legal services in Western Australia. The members of the Accreditation & Customer Service team provide frontline customer centric service that is responsive to the needs of the Board's stakeholders. It deals with the regulatory requirements for legal practitioners in the state and promotes consumer confidence in the WA legal profession.

Role overview

The Senior Customer Service Officer provides high-quality customer service to the public, legal practitioners and internal stakeholders. The position assists with the compliance function and deals with issues relating to the regulatory requirements of applicants for admission as an Australian lawyer and legal practitioners. The position is responsible for assisting with regulatory issues, including the complaints process and triaging of matters, professional indemnity insurance obligations, the accreditation of academic institutions providing tertiary education, and continuous professional development, freedom of information and internal review requests. The position works closely with the Accreditation and Customer Service team to develop and improve the delivery of the Board's customer service function and helps guide, support and encourage team members to promote a positive customer centric service culture. The Accreditation & Customer Service team ensures that the Board is customer focused and engages effectively with consumers, practitioners and other stakeholders.

Key Accountabilities

- Provides high quality, professional front line customer service, maintains excellent standards, work systems and a culture of continuous improvement.
- Reviews material to quickly assess issues and applications, determines the appropriate response and action, triages, resolves, refers or escalates appropriately.
- Makes regulatory assessments in relation to practising certificate applications, insurance, registrations (including admission to legal practice), continuing professional development, and statutory trust accounts.
- Works within and applies legislation, policy and guidelines to ensure appropriate standards are met.
- Provides guidance, support and training to team members, and an escalation point to ensure timely service delivery.
- Encourages the team to contribute to the culture of continuous improvement.
- Prepares accurate documentation and records, updates and maintains systems, prepares standard reports. Monitors and analyses data to track and identify issues.
- Collaborates with staff across the Board to:
 - resolve issues
 - contribute to an efficient, systematic approach to the management of enquiries and complaints
 - continuously improve processes
 - share insights and lessons learnt to inform and contribute to the preventative and educative strategies
- Liaises with legal practitioners, law practices, tertiary institutions, professional associations and bodies, the public and other stakeholders.
- Represents the Board in external forums as required.
- Performs other duties as required.

Work related requirements

To be read in the context of the preceding sections of this document.

Essential

1. Relevant experience in customer service and complaint handling preferably in a regulatory environment.
2. Demonstrated interpersonal, communication and negotiation skills, including the ability to communicate effectively with a range of stakeholders and to manage conflict situations.
3. Good analytical and problem solving skills including a proven ability to interpret and apply legislation and standards.
4. Good organisational and self-management skills with proven ability to work in a pressured environment and to meet timeframes.
5. Proven ability to be an effective team member and work collaboratively to resolve issues and achieve outcomes.
6. Demonstrated strong commitment to providing service excellence.

Reporting Relationships

This role has no direct reports

Our Values

Our values underpin everything we do, they guide the way we conduct our work, how we engage with each other and deliver services to our customers. The ability to demonstrate how you will apply our values is important to us.



Special Equipment/Requirements

Appointment subject to satisfactory National Police History Check and 100 point identification check.

Position Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

SIGNATURE

26 February 2025

ACTING EXECUTIVE DIRECTOR

DATE