



# Manager Collections and Account Management

**Branch:** Collections and Account Management  
**Directorate:** Driver and Vehicle Services  
**Position Number:** 00027256  
**Classification:** Level 7  
**Physical Location:** Innaloo  
**Award/Agreement:** Public Service Award & Public Sector CSA Agreement 2024

## Our purpose: Empowering a thriving community

The Department of Transport and Major Infrastructure (DTMI) together with Main Roads WA and the Public Transport Authority forms the Transport Portfolio. DTMI seeks to connect people and places to keep Western Australia moving towards a safer, healthier, and more sustainable future.

Join us and work in a role where you can bring your best self to work and leave work having been seen and heard, and able to contribute meaningfully to the communities throughout Western Australia. DTMI promotes a diverse workforce and embraces a high standard of equal opportunity, health and safety, and ethical practice. DTMI is a values-based organisation committed to empowering a thriving community.



Working **together**, we get things done.



Looking after **ourselves** and supporting **others**.



Always open to **possibilities**.



Taking ownership, we **deliver**.

## Overview of the directorate

Driver and Vehicle Services (DVS) is responsible for administering driver and vehicle licensing under WA's 'road law', as defined in the Road Traffic (Administration) Act 2008 and identity under the WA Photo Card Act 2014. It also delivers the following industry regulation:

1. Passenger transport industry under the Transport (Road Passenger Services) Act 2018;
2. Driving instructors under the Motor Vehicle Drivers Instructors Act 1963; and
3. Crash towing industry under the Towing Services Act 2024.

DVS has one of the greatest number of interactions with the public of any State Government Agency. Managing licensing functions for over 2 million WA registered drivers, over 3 million WA registered vehicles and approximately 9 million financial transactions per annum and delivers services for other agencies under formal agreements.

The DVS mission is Safe drivers, Safe Vehicles, Secure Identities, and Quality Service.

## Overall purpose of the role

- Responsible for the daily operations and performance of the Revenue Collections and Account Management Branch with respect to the financial management activities in accordance with contemporary finance management principles and Australian Accounting Standards
- Maintains correct accounting records and documentation in accordance with the Financial Management Act (2006), Financial Management Regulations (2007), Department of Treasury and Finance and other relevant statutory requirements, while managing the reporting and budgeting process for the Collections and Account Management Branch.

## Work description

- Develops and implements governance frameworks, policies and procedures that promote effective and efficient practices and accurate financial results.
- Responsible for the development of strategies for all aspects of financial management and control for Collections and Account Management.
- Leads, develops and manages the activities and resources of the Collections and Account Management Branch in the delivery of effective, efficient and ensures the timely delivery of services to stakeholders within and external to the Department and designated agencies.
- Manages staffing levels and ensures effective training and individual performance appraisal programs are conducted.
- Provides high level advice to the DVS leadership/management team and other senior staff on issues relating to Revenue Collections and Account Management.
- Plans and prioritises the work of the Collections and Account Management Branch consistent with ongoing demands and requirements.
- Reviews technology and recommends cost effective solutions for the accurate collection, disbursement and reporting of revenues collected from DVS systems.
- Ensures correct documentation and financial controls are maintained for DVS systems.
- Continuously reviews the Collections and Account Management operations, systems and processes with a view to improving business outcomes.
- Ensures monthly and annual reporting and advice complies with the Financial Management Act, Treasurer's Instructions, and Accounting Standards; ensures that reports are accurate and presented in a timely manner.
- Undertakes other duties as required.

## Work related requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

## Criteria

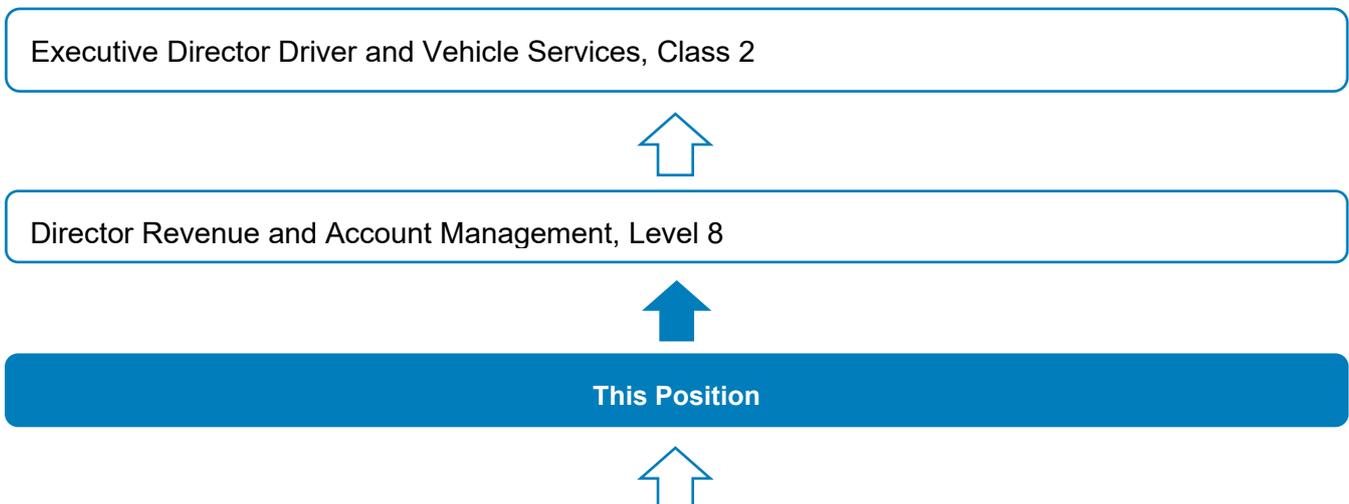
### ESSENTIAL:

1. Significant experience in financial management and accounting with proven experience in revenue collection in a complex organisation.
2. Demonstrated analytical and conceptual skills with the ability to develop and implement alternative cost effective solutions to complex problems.
3. Highly developed communications and interpersonal skills with the ability to liaise, consult and negotiate with a variety of internal and external stakeholders.
4. Well-developed planning and organisational skills with the ability to manage and prioritise workloads and resources and meet deadlines.
5. Significant experience managing and leading a large team in a complex environment, including the ability to promote a work environment that motivates, develops and utilises the diverse talents of people.

### DESIRABLE:

1. Highly developed understanding of the Financial Management Act (2006), Treasurers Instructions and Australian Accounting Standards.
2. Degree in Accounting or related field.

## Reporting relationships



Revenue Systems and Improvement Analyst L6

Collections Management Co-ordinator L5

Procedures Compliance Support Officer L4

Account Management Co-ordinator L5

## **Allowances/Special conditions**

A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position.

## **Certification**

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

**Executive Director  
People and Culture**