



Job Description Form

Registry Operations Manager

Position: 00709114

Classification: Level 5

Business Unit	Registry Services
Location	Perth – CBD
Award	Public Service Award 1992
Agreement	Public Sector CSA Agreement
Reports to	Deputy Registrar
Direct Reports	Level 4 Registry Services Team Lead (x2)

The Department of the Registrar provides administrative support and infrastructure to the Western Australian Industrial Relations Commission (the Commission). The Commission resolves disputes concerning industrial matters relating to the work, privileges, rights or duties of employers or employees.

The Department also provides the administration, advice and support to enable the general community, employee and employer associations, industrial practitioners and government agencies to make applications to the Commission, the Industrial Magistrates Court and the Industrial Appeal Court.

Our values define who we are, how we communicate, interact and work together and underpin everything we do.

Integrity and accountability | Respect and inclusiveness | Customer service excellence
Innovation and continuous improvement | Collaboration and team spirit



Position Summary

Reporting to the Deputy Registrar, the Registry Operations Manager is a key member of the Registry Services leadership team, and is responsible for managing the day-to-day operations of the Registry. The role ensures that the Registry and Judicial Support services provided to the Western Australian Industrial Relations Commission (WAIRC), Industrial Magistrates Court of Western Australia (IMC) and the Western Australian Industrial Appeal Court (IAC) are delivered efficiently, effectively and to a consistently high standard.

Leadership Expectations

We believe all our people are leaders irrespective of their role. We are committed to building the leadership capability of our people and to support this we have adopted [Leadership Expectations](#).

Everyone leads in a context, and the leadership context for this position is [Leading Others](#).

Position Responsibilities

Team and Operational Management

- Manages the day-to-day operations of the Registry ensuring that the Registry and Judicial Support services are delivered efficiently, effectively and to a consistently high standard.
- Leads workforce planning and talent management for the team, including recruitment, performance management, engagement and training and development.
- Leads and develops the Team Leads, providing coaching and support to enhance engagement, build capability and achieve organisational objectives.
- Assists in planning Registry Services operations, business plans and the development of strategic plans.
- Reports on various aspects of the Registry for the Annual Reports of the Chief Commissioner and Department of the Registrar.
- Positively leads and supports the team through departmental change initiatives and promotes a culture of continuous improvement and innovation.

Service Delivery

- Attends to customer complaints and escalated or complex customer queries (internal and external).
- Identifies and pursues opportunities to continuously improve services and contributes to the development and implementation of continuous improvement strategies to ensure efficient and effective service delivery.
- Collates and analyses data to inform service delivery and strategies for continuous improvement.
- Develops and maintains procedures manuals ensuring compliance with legislation and Commission and Court procedures.

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- Reviews and maintains awareness of current and precedent State and Federal industrial relations decisions and the impact on operations.
 - Supports the Assistant Deputy Registrar with the timely implementation of the State Wage Case decision.
 - Leads and undertakes relevant project work and contributes to Registry Services and other projects as required.
 - Maintains working knowledge of relevant procedures, Acts and Regulations to support accurate and consistent service delivery.
 - Ensures compliance with administrative systems, practices, processes and procedures.

Communication and Relationship Management

- Proactively and professionally engages with internal and external stakeholders and maintains close working partnerships with Commission members, Industrial Magistrates and Chambers staff.
- Maintains positive working relationships and effectively collaborates and shares information and knowledge within and across the team, and seeks input from others.
- Champions the Department's values and fosters a culture of collaboration, support and respect within Registry Services.

Corporate Responsibilities

- Adheres to the Values, Code of Conduct, the Public Sector Code of Ethics and all departmental Policies.
- Actively participates in the Department's Performance Development Program (PDP).
- Promotes work health and safety, equal opportunity and diversity in the workplace.
- Performs other tasks as directed.



Essential Criteria

Role Specific Requirements

1. Extensive working knowledge of and experience with court and/or tribunal operations, practices, procedures and processes (Deliver on high leverage areas).
2. Experience in the interpretation and application of procedural law and/or sound knowledge of industrial relations systems and legislation (Think through complexity).
3. Proven experience in leading and developing teams in a customer service context, and fostering a healthy, inclusive and collaborative workplace (Build capability and Embody the spirit of the public sector)
4. Highly-developed communication and interpersonal skills, including the ability to foster and maintain strong working relationships with a diverse range of stakeholders, and adapt communication styles to influence or persuade (Lead collectively and Dynamically sense the environment).
5. Well-developed problem-solving skills, with the ability to exercise skilled judgement and make informed decisions in a dynamic operational context (Think through complexity).
6. Demonstrated ability to identify opportunities and implement improved or innovative work practices (Lead adaptively and Deliver on high leverage areas)

Pre-employment requirements

Provision of 100 points identification including evidence of entitlement to live and work indefinitely in Australia for permanent appointments, or temporary visa with entitlement to work for the duration of a fixed term contract.

Appointment is subject to National Police Clearance and 6-month probation period.

Certification



S Bastian
Chief Executive Officer
December 2025