



Adjudication Support and Research Officer - Level 5 (GRS16780)

Group:	Local Government, Racing, Gaming and Liquor	Location:	Perth - 140 William St
Division/Directorate:	Local Government	Supervises:	0
Branch:	Local Government Support and Engagement	Reports to:	Manager Board Governance and Reporting
Section:	NA		

Operational Context

The Local Government Division administers legislation impacting local government and the community and receives and processes statutory applications. It engages local governments through proactive education and capability building and works collaboratively with government agencies, peak bodies, community organisations and stakeholders to deliver an inclusive and connected Western Australian community. The Division administers its responsibilities in accordance with relevant legislation, supporting good governance within the local government sector to meet community expectations.

Role Overview

This position provides support and conducts research to facilitate the management of conduct breach complaints referred by the Local Government Inspector to appointed adjudicators. The role facilitates the decision-making process; corresponds with complainants and respondents when needed; acts as a conduit between the Inspector and adjudicators; arranges for the billing of local governments; maintains the adjudicators' records; prepares the Principal Adjudicator's annual report; and coordinates notifications of decisions.

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 operational support in the management of conduct breach complaints referred by the Local Government Inspector to Adjudicators, including undertaking research and analysis to inform decision-making.
- Coordinates the collection, review, and quality assurance of documentation to ensure completeness, accuracy, and relevance in support of complaint assessment and resolution.
- Communicates with adjudicator(s) regarding complaint referrals, procedural requirements, outcomes, and the quality of materials submitted for consideration.
- Liaises with appointed adjudicators to ensure timely access to all necessary information and evidence, supporting procedural fairness and effective case resolution.
- Prepares draft correspondence, reports (including annual reports), briefings, and case summaries to support the progression of matters and accurate record-keeping.
- Prepares appointment documentation for adjudicators, including cabinet submissions, and provide executive support.
- Applies relevant legislation, policies, and procedures to ensure compliance and consistency in conduct breach management practices.
- Maintains accurate records, case files, and tracking systems to enable effective case management and reporting.
- Establishes and maintains effective relationships with internal and external stakeholders including local governments.
- Contributes to the review and improvement of internal procedures and administrative practices related to complaint handling and information management.
- Assists in responding to project requirements, risks and performance, capitalising on the knowledge and skills of others and identifying opportunities for continuous improvement.
- Performs statutory functions and exercises delegated powers in accordance with relevant legislation.
- Undertake travel to regional areas as required.
- Undertake work outside normal business hours as required.

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:

- Demonstrated experience in interpreting and applying legislation.
- Well-developed research and analytical skills and experience with gathering, interpreting, and synthesising information from various sources to inform complaint assessments and case preparation.
- Well-developed problem-solving skills with the ability to apply sound judgment to resolve issues and escalate matters appropriately when required.
- Highly developed written, verbal and interpersonal communication skills with proven experience in producing accurate and professional correspondence, reports, and other documentation.
- Proven experience in engaging and building effective working relationships with a range of internal and external stakeholders, including the provision of executive support and administrative duties.
- Highly developed organisational and time management skills and experience with the ability to manage multiple cases, prioritise tasks, and meet deadlines within a procedural framework.
- Highly developed attention to detail to ensure accuracy, consistency, and completeness of information and documentation provided for review and decision-making, particularly when handling sensitive or confidential material.
- Experience working in or with the local government sector, or in a public sector regulatory or integrity environment would be desirable.

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 Collectively** - You understand your agency's objectives and can express how your work relates and contributes to achieving operational excellence for your agency.
- **Think Through Complexity** - You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise.
- **Dynamically Sense The Environment** - You adjust priorities and pace with guidance when necessary to ensure you contribute to delivering value for your team.
- **Lead Adaptively** - You are continually learning and adjusting your approach to be effective in the changing work environment.
- **Embody The Spirit of Public Service** - You are excellence oriented and deliver results for your team.
- **Build Capability** - You recognise your role in and contribution to creating a healthy culture in your team environment.
- **Deliver on High Leverage Areas** - You take responsibility for managing your work to achieve results, keeping others informed of your progress.

This position reports to:

Manager Board Governance and Reporting
Position No: 00013857 Classification: L7

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

27-JAN-2026

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