



Principal Assessment Officer - Level 6 (00021359)

Group:	<i>Building, Energy Safety and Service Delivery</i>	Location:	<i>Cannington</i>
Division/Directorate:	<i>Building Compliance</i>	Supervises:	<i>0</i>
Branch:	<i>Enforcement</i>	Reports to:	<i>Manager Investigations</i>
Section:	<i>NA</i>		

Operational Context

The Building and Energy Division has a strong focus on safety of the Western Australian community. The Division sets and monitors the technical standards for building and plumbing services, electricity and gas networks, and consumer installations and appliances. The Division also audits, inspects and investigates complaints and breaches of legislation. It also regulates and monitors the behaviour of those who are licensed and operate in these industries.

Role Overview

This position leads a team that undertakes preliminary assessments and investigations of complaints about disciplinary matters and statutory offences relating to the carrying out of building services in Western Australia.

Building Leadership Impact as a Leader of Others

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 motivating and enabling a team to deliver high-quality work that contributes to the agency. They balance their time between doing the work, and coaching, guiding and developing others.

Role Responsibilities

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

- Assess complex complaints about disciplinary matters and potential statutory breaches by applying the provisions of the building services legislation and other relevant legal principles to determine whether the complaint should be accepted for investigation or refused.
 - Prepare comprehensive reports of each assessment, setting out the relevant facts and circumstances surrounding the complaint, an analysis of the legal provisions applicable to the complaint; and a recommendation as to whether, and to what extent, the complaint should be accepted and investigated.
 - Identify emerging issues and trends and recommend strategies to the Investigations Manager and General Manager to enhance compliance and service delivery.
 - Coach and guide team members on the more complex and sensitive issues and foster a positive team environment.
 - Participate in the development of strategic and operational policies and procedures relevant to the Enforcement Branch.
 - Develop and maintain effective working relationships with a range of stakeholders including builders, local government authorities, industry and consumer groups.
 - Undertake travel within the State as required
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Corporate Responsibilities

The following outlines departmental responsibilities:

- Acts ethically and supports others to do the same, in line with the departments Values and the Code of Conduct.
- Takes reasonable care to protect your own safety, health and wellbeing 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.

- Performs other duties as directed.
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Role Specific Requirements

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

- Considerable experience in a complaints-handling role.
- Considerable experience of interpreting and applying legislation and conducting critical analyses of facts and information to prepare comprehensive and accurate recommendations for action.
- Demonstrated ability to write persuasively, with considerable experience of writing complex reports setting out evidence-based findings, well-reasoned conclusions and sound recommendations.
- Demonstrated high level of interpersonal and oral communication skills, with the ability to build rapport, deal empathetically with stakeholders, and act impartially.
- Demonstrated understanding of, or a working knowledge of, the principles of administrative decision making, particularly in a regulatory enforcement environment.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Leader of Others - People](#), the following outlines those that are required to undertake this role:

- **Embody The Spirit of Public Service** - You lead by example, promoting and role modelling behaviours and respect for others in all aspects of your work, thereby protecting your reputation and that of your team or work area, agency and the sector.
 - **Build Capability** - You contribute to the development of those in your team or work area by understanding their current capabilities and striving to develop them further.
 - **Deliver on High Leverage Areas** - You identify and understand the competing priorities of your work area, prioritising essential tasks and making adjustments as appropriate.
 - **Dynamically Sense The Environment** - You adapt your communication style to target audience to influence or persuade.
 - **Think Through Complexity** - You are confident in making decisions, seeking guidance from others as necessary.
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This position reports to:

Manager Investigations

Position No: MIS24160

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:

- The holder of this position exercises delegated statutory powers
- High integrity required for conflicts of interest
- Nationally Coordinated Criminal History Check
- Current Western Australian C or C-A class drivers licence or equivalent

Approved Date

30-APR-2026