



Position title Manager Performance and Reporting		Position number 021204
Classification level Level 7	Award/Agreement PSA 1992 / PS CSA Agreement	Effective date November 2024
Division and Directorate Court and Tribunal Services Strategic Business Development	Branch Finance and Performance	Location Perth CBD

Mission	Principles	Values
<ul style="list-style-type: none"> A fair, just and safe community for all Western Australians 	<ul style="list-style-type: none"> High performing and professional Ethical and accountable Trained, safe and supported 	<ul style="list-style-type: none"> Respecting rights and diversity Fostering service excellence Being fair and reasonable

Reporting relationships

Responsible to:	021201	Level 8	Executive Manager Business Services
This position:	021204	Level 7	Manager Performance and Reporting
Direct reports:	007292	Level 6	Business Intelligence Specialist
	021244	Level 6	Senior Data Analyst
	007983	Level 5	Business Performance Analyst
	011729		
	011732		
	011733		
	011735		
	021994		
	021995		

About this position

Court and Tribunal Services is accountable for:

- Output 1: Judiciary and judicial support
- Output 2: Case processing
- Output 3: Enforcement of criminal and civil orders
- Output 4: Administration of victim support and counselling services

The Manager Performance and Reporting is responsible for leading a team to deliver the provision of statistical and performance information that enables effective decision making and enhances strategic business planning for CTS, ensuring the Department meets state and federal reporting requirements. The position is responsible for working with senior management and other stakeholders to provide critical reporting deliverables and is responsible for leading the area in translating data into relevant information through a robust analytical process and ensuring information is made available to the Division for decision making.

Key deliverables – what this position involves

- Provides leadership and direction to the Branch, utilises a leadership style that encourages and fosters team development to maximise operational effectiveness and efficiency that will lead to a high performance team.
- Responsible for the achievement of the Branch's outcomes ensuring CTS receives high quality services.
- Manage and coordinates the delivery of information analysis reporting systems including national, divisional and operational reporting within a standardised framework.
- Provides tactical direction, leadership and management, of CTS business performance and reporting activities including but not limited to the delivery of ROGS; KPI Reporting and HOJ Quarterly Reporting.
- Responsible for the publication and exchange of inter departmental and inter-agency information with key stakeholders.
- Leads the performance of trend and statistical analysis, interpretation, benchmarking, forecasting and reporting.
- Leads the coordination and translation of data into relevant meaningful business information by critically analysing information and concepts. Provides and disseminates information in a manner that facilitates accurate and timely decision making within the Division.
- Manage available resources to ensure reports are available according to agreed deadlines and that divisional staff are skilled in their ability to access relevant business information to support and inform decision making.
- Liaise with stakeholders to identify reporting priorities and critical information needs. Lead the development of endorsed reports in consultation with key stakeholders and provide analysis to support their goals.
- Provide high-level expert advice in the development of strategies and business rules by ensuring effective analysis of data in a manner that withstands rigorous scrutiny.
- Develops and leads projects of a sensitive, difficult and/or complex nature.
- Represents the Directorate/Division on appropriate internal or external forums.
- Drives innovation in the branch through best practice research and environmental scanning, identifies opportunities for improvement in processes, systems and leads innovation and manages and implements change as required.
- Demonstrate a commitment to adhere to the Department's Code of Conduct, Public Sector Commission's Ethical Foundations and Equal Employment Opportunity legislation
- Demonstrates the expected behaviours of the context for this role
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Leadership context – our expectations of you

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

For this role, you will be someone who exhibits behaviours and mindsets within the leadership context of [Leading Leaders](#).

Essential selection criteria – what you need to bring to this role

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| 1 Role specific requirements | <ul style="list-style-type: none">• Substantial experience in leading the provision of complex performance and reporting functions in a large and multifaceted organisation. |
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Essential selection criteria – what you need to bring to this role

	<ul style="list-style-type: none"> • Demonstrated substantial leadership experience in developing and managing teams to deliver results.
<p>2 Lead collectively Seek and build key relationships, work together and focus on the greater good.</p>	<ul style="list-style-type: none"> • Considers the impact on others when making decisions. • Can translate and communicate objectives into strategic projects and key performance areas. • Builds relationships and leverages these to meet objectives. • Aligns goals and purpose across different teams; cross collaborates.
<p>3 Think through complexity Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.</p>	<ul style="list-style-type: none"> • Uses logical analysis to think through complexity and effectively differentiate essential and non-essential information. • Summarises large volumes of data, extracting the essential information and translating this to target audiences. • Interrogates information from a wide array of sources and uses criteria to evaluate the merit of the information. • Identifies potential opportunities to mitigate risk and communicate them upwards.
<p>4 Dynamically sense the environment Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.</p>	<ul style="list-style-type: none"> • Considers solutions carefully and explores the wider impact of their decisions (for example, navigating social, political and economic challenges). • Intervenes early on issues and takes decisive action once the most viable solution is identified. • Communicates clearly and concisely and translates messages for target audience. • Recognises the importance of building professional networks and actively seeks to build relationships. • Resolves conflict, approaching crucial conversations with thoughtfulness, diplomacy, and confidence.
<p>5 Deliver on high leverage areas Identify priorities, pursue objectives with tenacity and be resilient in the face of challenges.</p>	<ul style="list-style-type: none"> • Identifies and prioritises the most critical activities and assignments and continuously adjusts priorities. • Is open minded, explores innovative approaches and develops a culture of continuous improvement. • Anticipates needs and makes necessary and timely adjustments so the overarching outcome is achieved.
<p>6 Build capability Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.</p>	<ul style="list-style-type: none"> • Sets stretch learning opportunities. • Models coaching practices to influence their leaders to focus on people development. • Engages in ongoing performance and feedback conversations. • Identifies capability gaps and actively works to resolve them. • Identifies talent and enables development opportunities.
<p>7 Embody the spirit of public service Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility</p>	<ul style="list-style-type: none"> • Demonstrates empathy, compassion, integrity and humility. • Displays insight into how their decisions impact others. • Understands the principles of good corporate governance. • Acts authentically as a leader with personal integrity and promotes respect and operates ethically.

Essential selection criteria – what you need to bring to this role

to Western Australians; and work in the interests of the public good.	
<p>8 Lead adaptively Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.</p>	<ul style="list-style-type: none"> • Seeks feedback from multiple sources and adapts behaviour and approach based on feedback. • Removes obstacles to change and works to achieve buy in. • Develops personal and professional goals. • Seek counsel from internal and external expert sources to fast track own learning.
<p>Desirable selection criteria Not considered essential to perform the role but may contribute to the ability to undertake the role.</p>	
<p>9 Qualifications, knowledge and/or experience</p>	<ul style="list-style-type: none"> • N/A

Special requirements, licenses, accreditations, and conditions

Nil

HR Certification

Upload date: 1 November 2024