



# Governance Assurance Officer

**Branch:** Governance Assurance  
**Directorate:** Driver and Vehicle Services  
**Position Number:** 00025645  
**Classification:** Level 3  
**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.



**COLLABORATION**

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



**WELLBEING**

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



**ADAPTABILITY**

Always open to **possibilities**.



**ACCOUNTABILITY**

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

- The Governance Assurance officer is responsible for stakeholder compliance reviews, analysing and preparing reports, system data and other documentation to identify potential risk areas as related to the business of Driver and Vehicle Services.
- The position prepares and undertakes reviews with external providers on practices, processes and procedures to be followed when undertaking the processing of transactions.
- Provides support to the team in implementing continuous improvement processes, policies, procedures, system steps, change management and standards.

## Work description

- Analyses and prepares reports, system data and other documentation to identify potential risk areas as related to the business of Driver and Vehicle Services.
- Undertakes reviews of internal and external practices, processes and procedures to be followed when undertaking the processing of transactions.
- Supports the team in implementing continuous improvement processes, policies, procedures, system steps, change management and standards.
- Liaises with internal staff, external providers and business partners on a range of governance compliance matters.
- Undertakes projects relating to governance as required.
- Undertakes a review of risk intelligence matters and assists with outcomes within DVS.
- Ensures that transactions, data and information processed comply with standards and contract requirements.
- Provides advice, support and where required direction to Customer Service and other staff together with external providers on DVS processes and procedures.
- Undertakes audit and assurance processes within DVS and those undertaken by service providers to ensure the accuracy and integrity of transactions processed.
- Provides responses to queries generated through the electronic mailbox.
- 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. Ability to undertake stakeholder audit and compliance reviews and demonstrated experience working within a compliance environment.
2. Effective verbal communication and a high level of interpersonal skills, together with the ability to engage and liaise with a variety of customers and stakeholders.
3. Sound written communication skills including demonstrated ability to write and compile written reports on compliance and audit outcomes
4. Ability to analyse, research and evaluate data, and identify process improvements.
5. Ability to work autonomously and with minimal supervision in a team environment.

#### DESIRABLE:

1. Knowledge of, and experience in using, the Transport Executive Licensing Information System (TRELIS).

## Reporting relationships

Manager Quality Assurance, Level 7



Governance Assurance Team Leader, Level 5



**This Position**



Nil

## Allowances/Special conditions

1. Location – Perth Metropolitan area and occasional travel to country locations.
2. A current West Australian driver's license class C is required
3. A current national police clearance certificate incorporating criminal and traffic convictions and infringements.

## 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**