



Vehicle Compliance Team Leader

Branch: Vehicle Compliance
Directorate: Driver and Vehicle Services
Position Number: 00023388
Classification: Level 6
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

- Coordinates and undertakes compliance audits with respect to ensuring compliance and regulatory matters are adhered with regard to the department's commitment to safe drivers, safe vehicles and secure identities.
- Develops and sustains effective stakeholder relationships within a compliance audit and regulatory environment.
- Ensures that the provision of services related to the registration and inspection of vehicles is carried out in accordance with legislation including adherence to the Australian Design Rules (ADR's) and associated Vehicle Safety Standards.

Work description

STRATEGIC MANAGEMENT

- Participates in the business planning process and translates business plans into clearly articulated work plans.
- Understands customer needs and wants and maintains customer service standards.
- Prioritises and allocates available resources.

RELATIONSHIP MANAGEMENT

- Develops and maintains relationships based on cooperation, respect and trust.
- Practises open two way communication with employees, colleagues and stakeholders.
- Demonstrates a genuine commitment to, and models, the Department's Values and openly address conflict situations.

PARTICIPATIVE PEOPLE MANAGEMENT

- Involves others in problem solving and decision making.
- Sets clear role expectations and provides feedback on performance.
- Understands what motivates different individuals and takes a coaching approach to their development.

RESULTS MANAGEMENT

- Actively involves the team in setting realistic and challenging goals.
- Manages competing demands of time, cost and quality.

INNOVATION AND IMPROVEMENT

- Continually seeks to improve product and service delivery.
- Empowers the team to think innovatively and developing creative solutions.

ROLE SPECIFIC

- Coordinates and undertakes compliance audits with respect to ensuring compliance and regulatory matters are adhered with regard to the departments commitment to safe drivers, safe vehicles and secure identities.
- Audits performance and compliance of both internal and external providers making recommendations for the application of regulatory and/or operational intervention as required.
- Develops and sustains effective stakeholder relationships within a compliance audit and regulatory environment to ensure a high level of customer service is provided across Western Australia.
- Operates within the Department's Corporate Governance Framework, policies and procedures.

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. Demonstrated experience in leading and mentoring audit teams.
2. Trade qualifications as a motor mechanic or equivalent and a broad automotive background with experience on all types of vehicles.
3. Experience in applying legislation and undertaking compliance audits within a regulatory environment.
4. Well-developed conceptual, analytical, research and investigative skills.
5. Well-developed written communication skills including the ability to prepare high level reports and submissions.
6. Possession of a current Western Australian unrestricted C class driver's licence, and the willingness and ability to obtain motorcycle and heavy vehicle licence classes at departmental expense
7. Proven negotiation and conflict resolution skills including sound customer service skills and the ability to deal with those from culturally diverse backgrounds
8. Significant knowledge of current vehicle regulations and vehicle registration and driver licensing policies and processes.]

DESIRABLE:

[Nil]

Reporting relationships

Director Governance and Intelligence, Level 8



Compliance Services Manager, Level 7



This Position

Relief Vehicle Compliance Officer, Level 4, 2 FTE

Vehicle Compliance Officer, Level 4, 13 FTE

Allowances/Special conditions

1. Willingness and ability to undertake Intrastate travel if required
2. A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position.

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