



Business Support Officer

Branch: Perth Metro
Directorate: Regional Services
Position Number: 00025656
Classification: Level 4
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

The Regional Services Business Unit are the trusted voice of the Department of Transport in the regions. We have great people that are knowledgeable, trusted and multi-skilled, they are problem solvers with a can-do attitude. We are all part of a team that works together across regional WA and are ready to pitch in to help each other out. We are flexible and adaptable; we use technology and local knowledge to provide services that are suited to each unique community and work closely with other members of the Transport Portfolio to deliver quality services and outcomes to regional customers. Our teams are connected to the community which they are a part of, we value our customers and go above and beyond to assist them, providing excellent customer service across regional WA.

Overall purpose of the role

The Business Support Officer:

We recognise and nurture leadership in all contexts.

We consider all our people to be leaders, whether leading a team, a technical function or leading themselves. As such, we expect our people to adopt the expected behaviours and associated mindsets outlined in [Building Leadership Impact](#) and described fully in [Leadership Expectations](#).

The leadership context of this role is Personal Leadership. We provide opportunities to develop and mature your behaviours so you can have a greater leadership impact.

Work description

1. Under direction, undertakes research, analysis, implementation and evaluation of a range of RSBU's projects, strategies and initiatives, ensuring the efficient delivery of transport services in regional Western Australia.
2. Identifies issues, trends and opportunities and analyses and evaluates information on issues, policies, practices and procedures related to the delivery of transport services and provides recommendations for consideration.
3. Provides administrative and business support to the General Manager Regional Services.
4. Undertakes a range of administration and financial business management activities.
5. Develops, fosters and sustains collaborative working relationships with RSBU, the Regional Directors, RSBU's program partners and other stakeholders.
6. Produces papers, briefing notes, corporate reports and recommendations based on project/business outcomes.
7. Participates in the design and review of business improvement processes and systems.
8. Positively contributes to RSBU's overall strategic direction and the team's objectives.
9. Undertakes additional responsibilities as and when 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:

Generic Key Competencies:

1. Leadership & Strategy

Proven ability to understand the key objectives of the business area and deliver on work outcomes that will achieve in meeting those objectives.

2. Service & Results Delivery

Proven ability to work to agreed service delivery priorities and deliver agreed outcomes to effectively and efficiently meet customers' needs.

3. Communication & Engagement

Proven ability to build, establish, manage and maintain effective communication and working relationships with a variety of individuals by liaising, engaging and negotiating in a clear, concise and effective manner.

4. Relationship Management

Proven ability to establish working relationships with internal and external customers and stakeholders, team members, peers and other staff members.

5. Personal Behaviour

Proven ability to be positive, flexible and adaptable to meet evolving business needs and takes responsibility for own actions.

Technical Key Competencies:

1. Experience in project coordination, business management and administrative and financial support services.

DESIRABLE:

Nil

Reporting relationships

Executive Director, Level 9



Business Manager, Level 6



This Position



Nil

Allowances/Special conditions

1. A current national police clearance certificate incorporating criminal and traffic convictions 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**