



Position Description

Position Title:	Manager Workforce Services	Classification Level:	7
Position Number:	8707	Reports to:	Assistant Director Workforce Services, L8
Directorate:	Service and Invest	Supervises:	6 FTE
Branch/Section:	People and Culture / Workforce Services	Location:	Perth Metropolitan Area

Our Values

Empathy
We listen and understand all perspectives and are fair, authentic and compassionate

Clarity
We are clear on our purpose and role, and how we develop, inspire and improve

Accountability
We act with integrity and courage, embracing our collective responsibility and honouring our commitments

Respect
We treat everyone with dignity, recognise contributions, foster collaboration and value diversity

Role Summary

As Manager Workforce Services you will provide substantial support to the Assistant Director in developing and implementing values-based HR practices to deliver contemporary HR services to the business.

You will develop business partnerships across the Department of Housing and Works (DHW), identify innovations to improve HR Services, and embed DHW's values and culture. The ability to work in a constantly changing environment and adopt innovative HR practices to manage the high workload associated with a large and complex workforce is essential.

Responsibilities

- Oversee the delivery of values-based recruitment and selection, performance and underperformance management and complex employee relations management, to support and strengthen the DHW culture across the department.
- Contribute to the development of innovative strategies and policies to support the operation of DHW's culture.
- Identify opportunities to address complex real world HR situations to deliver outcomes for the business that align with public sector frameworks.
- Analyse HR issues and trends internally and sector wide to contribute to the identification and development of strategies to influence organisational culture.
- Liaise with the Public Sector Commission, Government Sector Labour Relations, State Solicitor's Office, and other relevant stakeholders to support initiatives relevant to workforce legislation and sector wide strategies.



- Work collaboratively with the Inform and Improve team on human resources reporting and analysis to meet statutory obligations and support strategic decision making and continuous improvement.
- Operate within the Department's Governance Framework, policies and procedures and ensure effective transparency and accountability across DHW activity.
- Demonstrate the values in all interactions to contribute towards a values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Leading Others.
- Perform other duties as required.

Essential Requirements

- Demonstrated ability to undertake objective analysis and consider broad issues and information sources to creatively translate strategies into practical operations to assist in the delivery of values based HR practices that align with public sector frameworks, strengthen the culture and meet business needs.
- High-level written and verbal communication skills that are clear and appropriate with the ability to negotiate and influence effectively.

Desirable Requirements

- Relevant tertiary qualifications.

Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of the Department and the public sector and, to support this, we have adopted [Leadership Expectations](#). This role operates in the [Leading Others](#) context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **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.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

Pre-employment Requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.



Certification

Verified by: K. Kent, Assistant Director Workforce Services, January 2026.

Classification Evaluation Date: September 2020