



# Job Description Form

## Project Officer

### Access Branch

#### Position details

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Classification Level: 5

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement  
(and subsequent agreement/s)

Position Status: Permanent

Organisation Unit: Corrective Services, Operational Support

Physical Location: Perth CBD

#### Reporting relationships

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Responsible to: 013126 Director Operational Compliance – Level 8

**This position: 013268 Project Officer - Level 5**

Direct reports: 014144 Assistant Project Officer – Level 4

#### Overview of the position

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The Operational Support Services branch is responsible for providing a single area of accountability for developing and delivering operating standards and operating procedures in accordance with the Department's strategic platforms and policies. It determines and sets best practice operating standards for adult and youth, public and private prisons and community corrections facilities within a complex, high-profile and contentious environment of Corrective Services.

The Project Officer is responsible for assisting the Assistant Commissioner Operational Support Services in the development, investigation and review of the Department's complaints, compliments and suggestions services that form the basis for the ACCESS functions within the Department. The role undertakes a variety of support activities relevant to the ACCESS service that will help to identify trends and themes which will form the basis of research and investigations to determine compliance with procedures set by the Operational Support Services branch. The position assists in undertaking research functions that aim to identify areas of improvement in both operating standards and operating procedures that arise from the ACCESS service functions. The role undertakes research and analysis in relation to the development of a range of benchmarking and performance measurement activities and strategies that will support the Department's strategic platforms and policies.

## **Job description**

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As part of the Operational Support Services team, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions.
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Facilitate cultural and management reforms within the Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

## **Role specific responsibilities**

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- Assists, as directed, with research, environmental scanning and analysis activities necessary to identify trends and themes arising from the ACCESS service functions and proposes improvements in operating standards and operating procedures.
- Designs, implements and manages projects of moderate complexity or assists with parts of larger, complex projects that are aligned to the Department's legislative requirements and strategic plan, as well as ensuring that projects are completed within scheduled timeframes.
- Consults with stakeholders and makes recommendations to the Assistant Commissioner Operational Support Services and other key participants in relation to improvements to operational and procedural standards.
- Contributes to, and assists with, the preparation of comprehensive reports, memos, briefing notes and other documents incorporating research and feedback to inform the strategic decision-making process within the Operational Support directorate and across the Department.
- Supports the operations of the Operational Support Services branch by; assisting staff as required; actively participating in the formulation and achievement of objectives, strategies and priorities that support the effective functioning of the directorate.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## **Job related requirements**

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In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

### **Shapes and Manages Strategy**

The ability to; understand the Department's objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals, draw on information from a range of sources and use judgement to analyse findings, work within agreed guidelines to make decisions and to incorporate outcomes into work plans are important for this role.

### **Achieve Results**

The ability to; assess project and program performance, identify areas of improvement and suggest changes to ensure positive outcomes, demonstrate flexibility and cope with day-to-day changes in priorities, support projects to completion and a focus on quality in all areas of work are fundamental to this role.

### **Builds Productive Relationships**

The capacity to; network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, consult and share information with the team and seek input from others where necessary, encourage contribution and engagement, recognise different views and to ensure that stakeholders are kept informed as appropriate are requirements for this role.

### **Exemplifies Personal Integrity and Self-Awareness**

A commitment to; adhere to the Code of Conduct in all interactions, maintain a high level of personal commitment to integrity, professionalism, probity and personal development, take responsibility for completion of works within timeframes and takes the initiative to progress work when required. Able to justify own position when challenged. Acknowledge mistakes and learn from them, and seek guidance and advice when required. Engage with risk by providing impartial and clear advice, seeking guidance when required, identifying and/or reporting potential risk issues to supervisor.

### **Communicates and Influences Effectively**

A demonstrated ability to; present messages confidently and persuasively and to actively listen, understand and adapt communication styles to suit a range of audiences, listen to differing views and opinions and develop persuasive counter arguments are requirements for this role.

### **Role Specific Criteria**

- Demonstrated experience and skills in the management and coordination of a variety of projects in a large, multi-disciplinary organisation is essential.

### **Special requirements/equipment**

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Nil

**Certification**

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The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Deputy Commissioner Operational Support

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR certification date: March 2025