



Position title Director Corporate Support		Position number 023136
Classification level Level 8	Award/Agreement PSA 1992 / PS CSA Agreement	Effective date December 2025
Division and Directorate Office of the Public Advocate	Branch	Location Perth CBD

Mission	Principles	Values
<ul style="list-style-type: none"> A fair, just and safe community for all Western Australians 	<ul style="list-style-type: none"> High performing and professional Ethical and accountable Trained, safe and supported 	<ul style="list-style-type: none"> Respecting rights and diversity Fostering service excellence Being fair and reasonable

Reporting relationships

Responsible to:	3524	Class 2	Public Advocate
This position:	023136	Level 8	Director Corporate Support
Direct reports:	022474	Level 7	Principal Project Officer
	020508	Level 6	Business Manager
	022512	Level 6	Senior Project Officer
	022898	Level 3	Project Officer

About this position

The Office of the Public Advocate (OPA) promotes and protects the rights of adults with decision-making disabilities to reduce the risk of neglect, exploitation and abuse through the provision of its statutory services in accordance with the functions of the Public Advocate under *Guardianship and Administration Act 1990 (the Act)*.

This position reports to the Public Advocate and provides high level support and consultancy across a range of complex and sensitive matters to ensure high priority issues are addressed in an adequate, effective and efficient manner and in line with the OPA's strategic plan and objectives.

The Director's position is pivotal in the efficient functioning of the OPA as it operates in an environment of competing priorities and constant adjustment where discretion and judgement are required in dealing with numerous confidential and sensitive issues.

This position is responsible for managing and leading OPA's business services function and to support OPA's service delivery to vulnerable people. This ensures the efficiency and effectiveness of OPA's human resources, financial services, information technology and knowledge management services. This includes the provision of advice and recommendations to support OPA's service delivery requirements and to collaborates and negotiate with members of executive and senior representatives within OPA, the Department, public and private sector, and liaises with a diverse range of external stakeholders.

Key deliverables – what this position involves

- Lead the development of a set of actionable and targeted performance improvement initiatives across the OPA with a goal to introduce and instil the mind-set and culture of accountability, continuous improvement, and high-level service delivery.

- Lead and coordinate a systematic, evidence-based approach to continuous business optimisation; focused on the key enablers of development.
- Provides leadership and direction to business services functions and projects related to administration, finance, information technology, knowledge management, human resources, reporting and business improvement.
- Provide high level briefings, advice, research and guidance to the Public Advocate and members of the executive, senior management, and business areas on contemporary corporate issues to assist in facilitating the development and production of strategic and corporate policy.
- Assist the Public Advocate and management to maximise the efficiency, effectiveness, and responsiveness of the Office in terms of best practice and continuous improvement.
- Lead special projects as assigned by the Public Advocate, often of sensitive/confidential nature.
- Maintain a high level of awareness of government priorities, trends, and issues relevant to the OPA's responsibility.
- Develop and maintain strong collaborative relationships with members of senior and executive management and all relevant internal and external stakeholders to ensure outcomes are integrated and coordinated across relevant divisions, directorates, and business units.
- Negotiate, influence, and manage the expectations of stakeholders, mediate conflicting advice and ensure timely responses.
- Demonstrate a commitment to adhere to the Department's Code of Conduct, Public Sector Commission's Ethical Foundations and Equal Employment Opportunity legislation.
- Demonstrates the expected behaviours of the context for this role.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Leadership context – our expectations of you

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

For this role, you will be someone who exhibits behaviours and mindsets within the leadership context of [Leading Leaders](#).

Essential selection criteria – what you need to bring to this role	
1 Role specific requirements	<ul style="list-style-type: none"> • Experience in leading and managing business services functions and projects related to corporate support.
2 Lead collectively Seek and build key relationships, work together and focus on the greater good.	<ul style="list-style-type: none"> • Considers the impact on others when making decisions. • Can translate and communicate objectives into strategic projects and key performance areas. • Builds relationships and leverages these to meet objectives. • Aligns goals and purpose across different teams; cross collaborates.
3 Think through complexity Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.	<ul style="list-style-type: none"> • Uses logical analysis to think through complexity and effectively differentiate essential and non-essential information. • Summarises large volumes of data, extracting the essential information and translating this to target audiences. • Interrogates information from a wide array of sources and uses criteria to evaluate the merit of the information.

Essential selection criteria – what you need to bring to this role	
	<ul style="list-style-type: none"> Identifies potential opportunities to mitigate risk and communicate them upwards.
<p>4 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.</p>	<ul style="list-style-type: none"> Considers solutions carefully and explores the wider impact of their decisions (for example, navigating social, political and economic challenges). Intervenes early on issues and takes decisive action once the most viable solution is identified. Communicates clearly and concisely and translates messages for target audience. Recognises the importance of building professional networks and actively seeks to build relationships. Resolves conflict, approaching crucial conversations with thoughtfulness, diplomacy, and confidence.
<p>5 Deliver on high leverage areas Identify priorities, pursue objectives with tenacity and be resilient in the face of challenges.</p>	<ul style="list-style-type: none"> Identifies and prioritises the most critical activities and assignments and continuously adjusts priorities. Is open minded, explores innovative approaches and develops a culture of continuous improvement. Anticipates needs and makes necessary and timely adjustments so the overarching outcome is achieved.
<p>6 Build capability Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.</p>	<ul style="list-style-type: none"> Sets stretch learning opportunities. Models coaching practices to influence their leaders to focus on people development. Engages in ongoing performance and feedback conversations. Identifies capability gaps and actively works to resolve them. Identifies talent and enables development opportunities.
<p>7 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 interests of the public good.</p>	<ul style="list-style-type: none"> Demonstrates empathy, compassion, integrity and humility. Displays insight into how their decisions impact others. Understands the principles of good corporate governance. Acts authentically as a leader with personal integrity and promotes respect and operates ethically.
<p>8 Lead adaptively Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.</p>	<ul style="list-style-type: none"> Seeks feedback from multiple sources and adapts behaviour and approach based on feedback. Removes obstacles to change and works to achieve buy in. Develops personal and professional goals. Seek counsel from internal and external expert sources to fast track own learning.
Desirable selection criteria	
<i>Not considered essential to perform the role but may contribute to the ability to undertake the role.</i>	
<p>9 Qualifications, knowledge and/or experience</p>	<ul style="list-style-type: none"> Possession of a relevant tertiary qualification in a business-related field.

Special requirements, licenses, accreditations, and conditions

- Nil

HR Certification

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