



Manager Business and Systems Support

Branch:	Business and Systems Support
Directorate:	Driver and Vehicle Services
Position Number:	00023415
Classification:	Level 7
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

- This position oversees the operations and the management of the Business and Systems Support team and provides a consolidated advisory and support service for all key internal and external customers around matters relating to operational policies and procedures
- Builds and maintains close working relationships with internal and external stakeholders
- Provides guidance and support around DVS' strategic direction.

Work description

- Oversees the operations and the management of the Business and Systems Support Team and provides a consolidated advisory and support service for a range of enquiries received relating to operational policies and procedures, database security and integrity matters.
- Provides high level advice and expertise for Driver and Vehicle Services related projects and business initiatives.
- Develops and sustains effective stakeholder relationships with internal and external stakeholders on a range of Driver and Vehicle Services issues.
- Liaison point between internal stakeholders and external agents providing services on behalf of the Department of Transport.
- Liaises with, and provides high level advice to senior management, branch managers, local government authorities, motor vehicle dealers, contractors and other interested parties.
- Operates within the Department Corporate Governance Framework, policies and procedures.
- Other duties as 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:

1. Substantial experience in a customer support service environment within a large complex organisation.
2. Demonstrated ability to interpret and apply a range of legislative, operational policy, procedures and business rules.
3. Well developed conceptual, analytical, research and investigative skills, with the ability to provide innovative solutions to sensitive and complex problems.
4. Demonstrated ability to develop and sustain effective stakeholder relationships with internal and external stakeholders.
5. Experience in leading and managing a team while cultivating a work environment that motivates, empowers, develops and utilises the diverse talents of people.

DESIRABLE:

Nil



Reporting relationships

Director Service Delivery, Level 9



Assistant Director Customer Support Services, Level 8



This Position



Senior Interface Coordination Officer, Level 4, 1 FTE
Senior Systems and Data Integrity Officer, Level 4, 3 FTE
Team Leader, Level 5, 1 FTE



Allowances/Special conditions

1. A current national police clearance certificate incorporating criminal and traffic convictions and infringements is a requirement of this position.
2. Current "C" Class drivers' license.
3. Intrastate travel may be required.

Certification

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

Chief People Officer
People and Culture