



POSITION DESCRIPTION

Role title:	Assistant Regulatory Officer	Position number:	ERA22181
Status:	Permanent	Classification:	Level 4
Division:	Regulation	Effective date:	October 2025
Team area:	Licensing and Customer Protection		

Conditions of employment are in accordance with the current *Public Sector CSA General Agreement* and the *Public Service Award 1992*.

Reporting Relationships

Number of Positions Supervised Nil

Supervisor

Position number: ERA21325
Position title: Principal Regulatory Officer
Classification/Level : Level 7

Organisational Context

The ERA is the independent economic regulator of electricity, gas, water, and rail in Western Australia.

Our purpose is to benefit all Western Australians by promoting strong economic outcomes through effective regulation and decision making. We strive to make sure current and future consumers pay no more than necessary for safe and reliable utilities.

The Regulation division administers licensing schemes for the electricity, gas and water industries, and the registration scheme for alternative electricity service providers. This includes monitoring and enforcing compliance with licences and reviewing and approving customer protection instruments. The division also reviews and makes decisions on access to regulated monopoly infrastructure in the electricity, gas and rail industries.

We are one of two regulatory divisions at the ERA; the other being Energy Markets.

How we work is just as important to us as what we do. Our people have integrity, strive for excellence, and build trust.

Position Summary

The Assistant Regulatory Officer role collaborates with colleagues to contribute to Licensing and Customer Protection team functions, that include:

- Issuing operating licences to providers of electricity, gas and water services (e.g. Synergy, Alinta and the Water Corporation).
- Preparing reports on the performance of electricity, gas and water licensees.
- Approving customer contracts and setting minimum customer service standards that protect residential and small business electricity, gas and water customers, including reviewing codes of conduct that provide protections to customers.
- Reviewing the effectiveness of the regulatory frameworks that establish the utility licensing schemes administered by the ERA.

The Assistant Regulatory Officer engages with external stakeholders via phone and email on a range of licensing queries including supporting companies to apply for licences and supporting licensees to fulfil reporting obligations. The Assistant Regulatory Officer manages licence amendments, engages consultants, contributes to the assessment of licence applications and supports the collection, management, analysis and distribution of licensee data.

Position Activities

Project Role

- Undertakes the collection, compilation, analysis and management of information and data submitted by licensees, such as annual performance reports.
- Contributes to:
 - complex projects such as analysing licence applications, preparing annual publications and regulatory guidelines.
 - maintaining and improving internal procedures and template documentation.
- Maintain accurate records.
- Provides assistance to the team on administrative matters.
- Independently manages the procurement of consultants, which includes preparing documentation, collection and assessment of quotes and updating the financial system.

Leadership Role

- Initiates and manages own workload, following strategic direction and guidance from colleagues.
- Supports activities to achieve team outcomes.
- Positively engages with and supports continuous improvement.

- Takes ownership of individual professional development.

Communication Role

- Communicates ideas and information in written and oral formats to stakeholders.
- Supports consultation with industry, Government, representative bodies and other stakeholders.
- Provides administrative support to committees and working parties and at meetings with industry representatives and stakeholders.

Governance / Accountabilities

- Displays self-awareness, critically analyse own performance and demonstrate a strong commitment to learning and self-development, including embracing new challenges.
- Complies with public sector legislative requirements and departmental policies and procedures. In this regard particular attention is given to the application of:
 - The guidelines and principles of the Western Australian Public Sector Code of Ethics and the ERA’s Code of Conduct within a framework of high ethical standards and behaviours.
 - Appropriate Work Health and Safety and Equal Opportunity legislation, and plans, policies, standards and practices.

Other

- Other duties as required.

Position Competencies

Tertiary qualifications in a relevant discipline and experience in, or substantial skills, knowledge and experience in:

- Undertaking project administration work.
- Analysing and problem solving regulatory issues.
- Managing information in databases and document management systems.
- Report writing and verbal communication skills.
- Working as part of a team.
- Building and enhancing stakeholder relationships.

Appointment Conditions

Location:	Perth
Accommodation	NA
Allowances / Conditions	Special NA
Specialised Operated	Equipment NA

Systems Used

Oracle, Fusion 5 HRMIS, Microfocus Content Manager, Convene / Diligent meeting software

Certification

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

Executive Director

Sara O'Connor

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