



Business Support Officer

Branch: Business Transformation
Directorate: Driver and Vehicle Services
Position Number: 00013240
Classification: Level 3
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.



Working **together**, we get things done.



Looking after **ourselves** and supporting **others**.



Always open to **possibilities**.



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

Provides business, financial, administrative and program/project related support services to the Director Business Transformation and the Directorate as a whole.

Work description

BUSINESS SUPPORT

- Provides business, program/project and administrative support services to the Director Business Transformation and the Directorate as a whole.
- Researches Directorate requests and enquiries and analyses documents and obtains relevant information.
- Responds to Customer complaints, ministerial and Coordinates requests for statistical information
- Updates and maintains accurate office records and information management systems.
- Coordinates and authorises requisitions for supplies and equipment in accordance with relevant practices.
- Assists with the development and implementation of office systems, processes and procedures.
- Updates and maintains Business Transformation Directorate policy and procedure manuals.
- Provides support and coordinates committee and working party meetings including the preparation of agenda papers, preparing the minutes of meetings and other related correspondence.
- Maintains confidential records and filing systems.

FINANCIAL SUPPORT

- Provides financial support services including responsibility for the reconciliation and reporting of financial information for the Director Business Transformation and the Directorate as a whole.
- Updates and extracts financial information for the preparation of system reports to the Assistant Director.
- Prepares all Business Transformation accounts for payment.
- Reconciles purchasing cards, travel and other expenses generated by the Business Transformation Directorate.

MINISTERIAL LIAISON

- Coordinates and monitors the flow of Ministerial correspondence within the Business Transformation Directorate and provides advice to the team on the preparation of draft responses for Ministerial correspondence, submissions, Parliamentary Questions and Briefing Notes.
- Registers and monitors Ministerial correspondence and Parliamentary Questions and ensures responses are within required timeframes.
- Other duties as requested.

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. Proven experience in the coordination and provision of business, administrative and financial support services for a complex organisation.
2. Well-developed research, analytical and problem solving skills.
3. Sound oral and interpersonal communication skills, including the ability to liaise with internal and external stakeholders in a variety of contexts.
4. Well-developed written communication skills including the ability to draft Ministerial correspondence.
5. Proven organisational and planning skills with the ability to priorities workloads to meet deadlines.
6. Ability to work independently, and as a member of a team in contributing positively to the achievement of team goals.

Desirable:

Nil

Reporting relationships

Executive Director Driver and Vehicle Services, Class 2



Director Business Transformation, Level 8



This Position



Nil

Allowances/Special conditions

1. A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position.

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