



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Senior Quality Assurance Officer

Level

5

Position Number

37544
(Nominated)

Division/Directorate

Transperth Train Operations

Branch/Section

Security Services

Effective Date

March 2026

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Manager Quality Assurance, Level 6

Subordinates: No Direct Reports

Key role of this position

Under direction of Manager Quality Assurance (the Manager) supports a culture of accountability, high performance standards, and compliance within the Security Services branch. This includes assisting with use of force reviews, reviewing and assessing practices, and contributing to the development and implementation of policies, procedures, and continuous improvement initiatives.

Core duties and responsibilities

Advisory Responsibilities

- Supports the Manager in performing assurance reviews for the Security Services Branch, including use of force incidents, ensuring acceptable standards in reporting and performance.
- Acts in an advisory capacity on relevant matters relating to operational issues including advising senior management on the implications it could present to the PTA.
- In consultation with the Manager, provides training and support to junior staff, to enable ongoing improvement in assessment and assurance outcomes and service delivery to stakeholders.

Assurance and Continuous Improvement Responsibilities

- Conducts quality assurance reviews on incidents, policies and procedures as directed.
- Reviews compliance and use of force matters for the Security Services branch, providing comprehensive reports and evidence-based recommendations to the Manager.
- Collects and compiles evidence including CCTV and BWC footage and written reports, ensuring adherence to relevant legislation and PTA policies and procedures.
- Applies and maintains a thorough understanding of the relevant legislation, regulations, quality improvement frameworks, operational policies and principles of best practice.
- Ensures the continued confidentiality, integrity and accuracy of information held within PTA systems.
- At the direction of the Manager reviews, drafts and updates relevant policies and procedures.
- Reviews and analyses data holdings to identify performance issues and potential opportunities for improvement.
- Prepares statistical summaries, trends, audit and compliance reports, regarding performance and compliance matters to identify process gaps and recommend improvements

- Prepares correspondence and confidential reports, including drafting Ministerial correspondence, Criminal Compensation questions, Parliamentary questions, and Briefing Notes where directed.
- Maintains a high level of awareness of relevant trends and issues in relation to security practices, standards and guidelines.

Other

- Contributes to team projects as directed by the Manager.
- Carries out other duties as required, within the limits of the employee's skills, competence and training.

SELECTION CRITERIA

1. Core competencies

- Possession of a qualification in a relevant discipline.
- Significant experience in continuous improvement reviews, including reviewing use of force incidents, policies and practices.
- Sound working knowledge of and ability to interpret and apply relevant legislation, policies and procedures relating to security management.

2. Teamwork and Adaptability

- Demonstrated ability to provide guidance and advice to more junior team members in consultation with the Manager.
- Proven ability to work effectively both independently and use their initiative and as part of a high-performing team.
- Flexible and responsive to evolving priorities in a dynamic and complex operational environment.

3. Communication and Interpersonal

- Demonstrated high level communication skills (written, verbal and interpersonal) with the ability to:
 - Maintain rapport and provide specialist advice to a range of stakeholders, including senior management.
 - Write clear and concise reports and contribute to policy development.
 - Highly developed interpersonal and negotiation skills.

4. Conceptual, Analytical and Problem Solving

- Demonstrated ability to identify issues, evaluate evidence, and make sound, logical recommendations to management.
- Demonstrated experience applying policies and procedures to review complex operational matters.
- Well-developed conceptual and analytical skills, including the ability to troubleshoot problems.

5. Special Requirements

- Satisfactory completion of required medical examinations to verify fitness to perform required duties.
- A National Police Clearance certificate dated 3 months or less from the date of application for the role.

Certification

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

Managing Director / Executive Director / General Manager

.....
Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date

