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| Position title Manager Ministerial Liaison | | Position number 017573 |
| Classification level Level 7 | Award/Agreement PSA 1992 / PS CSA Agreement | Effective date February 2026 |
| Division and Directorate Strategy & Organisational Performance Executive & Ministerial Services | Branch Ministerial Liaison | Location Perth CBD |

| Mission | Principles | Values |
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| <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

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| Responsible to: | 023004 | Level 8 | Director Executive and Ministerial Services |
| This position: | 017573 | Level 7 | Manager Ministerial Liaison |
| Direct reports: | 020980 | Level 6 | Coordinator Ministerial Liaison |

About this position

The Strategy and Organisational Performance Division leads and manages all functions associated with the Office of the Director General, including organisational Strategy, Planning & Performance, Strategic Communications, Executive and Ministerial Services and Intergovernmental Relations. The division leads strategic initiatives, enhances organisational performance and provides advice to the Director General and Ministers on critical issues, opportunities, and risks. The Strategy and Organisational Performance Division has a critical role in the development, planning, prioritisation, delivery and evaluation of initiatives to enable whole-of-agency decision making and delivery of key government priorities and strategic objectives.

The Ministerial and Executive Services Team provides high-level support to our executive leadership team and acts as the key liaison between the Department and two Ministerial offices. This team ensures seamless coordination of ministerial correspondence, briefings, and may assist with parliamentary inquiries, supporting informed decision-making at the highest levels. Their expertise in governance, protocol, and executive support helps drive efficiency and accountability across the department.

The Manager Ministerial Liaison, provides strategic leadership to the Ministerial Liaison Unit (MLU), ensuring the efficient and timely exchange of correspondence and communication between the Department and two ministerial offices. The position is responsible for overseeing the end-to-end management of ministerial correspondence, engaging with senior executives, Manager Parliamentary Services, business areas, and ministerial offices to coordinate information effectively, address emerging issues, and uphold the Department's statutory and parliamentary obligations with accuracy, professionalism, and timeliness.

Key deliverables – what this position involves

Ministerial and Parliamentary Coordination

- Oversee the end-to-end management and quality assurance of ministerial and executive correspondence, ensuring accuracy, timeliness and high standard prior to Director General or Ministerial sign-off.
- Ensure compliance with government protocols, ministerial style guides and Departmental standards.
- Work in partnership with the Manager Parliamentary Services in the coordination of responses to Parliamentary Questions, Cabinet Submissions, and Executive Council matters.
- Establish and maintain strong communication and liaison channels with staff of Minister's Offices to ensure clarity of expectations and resolution of emerging issues.

Leadership and Team Management

- Provide strategic leadership and direction, to the Ministerial Liaison Unit to ensuring efficient operations, high performance and alignment with organisational objectives.
- Oversee resource management, including FTE allocation, workload distribution and priority setting while monitoring performance against agreed service levels and timeliness standards.
- Develop staff capability through coaching, mentoring, and professional development.
- Foster a culture of collaboration, accountability, and continuous improvement.

Governance, Quality Assurance and Reporting

- Develop and implement frameworks, templates, and processes to support consistency, compliance and quality.
- Monitor and report on ministerial performance metrics, including timeliness, volume and trends by division or business area.
- Prepare regular dashboards and analytical reports for the Director General, Deputy Directors General and the Corporate Executive Committee, as directed.

Strategic Advice and Stakeholder Engagement

- Provide high-level advice to the Director General and senior executives on ministerial processes, emerging issues and trends.
- Establish and maintain effective working relationships with internal business areas, staff of Minister's Offices, and external agencies.
- Represent the Department at inter-agency meetings or working groups relating to ministerial or parliamentary processes.

Systems and Continuous Improvement

- Manage the operation and continuous improvement of the Department's ministerial correspondence management system.
- Identify and implement process enhancements and digital solutions to improve workflow efficiency and reporting capability.
- Ensure robust record-keeping and version control practices that meet government information management and accountability requirements.

Risk and Compliance Management

- Identify and mitigate risks associated with ministerial processes.
- Ensure adherence to relevant legislation, policies and directives governing correspondence and parliamentary accountability.
- Support internal and external audit activities and implement recommendations as required.

Other

- 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 | |
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| <p>1 Role specific requirements</p> | <ul style="list-style-type: none"> • Demonstrated experience in leading and managing a high-performing team responsible for ministerial and executive correspondence services within a large and complex organisation. • Comprehensive knowledge of ministerial processes, protocols, and conventions within the Western Australian public sector, including Cabinet, Executive Council and legislative requirements. • Proven ability to oversee the quality assurance and timely delivery of ministerial correspondence, briefing notes that meet government and departmental standards. • Demonstrated experience in managing and continuously improving correspondence management systems and reporting tools including the ability to interpret and present performance data to inform strategic decision-making. |
| <p>2 Lead collectively Seek and build key relationships, work together and focus on the greater good.</p> | <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. |
| <p>3 Think through complexity Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.</p> | <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

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| | <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

Not considered essential to perform the role but may contribute to the ability to undertake the role.

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| <p>9 Qualifications, knowledge and/or experience</p> | <ul style="list-style-type: none"> Knowledge of and/or work experience within the justice system. Ability to use a range of business information technology tools. |
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Special requirements, licenses, accreditations, and conditions

Nil.

HR Certification

Upload date: 18 February 2026