



Team Manager Retail & Service Industries - Level 7 (00017193)

Group:	WorkSafe	Location:	Cannington
Division/Directorate:	WorkSafe Service Industries and Specialists	Supervises:	9
Branch:	Retail and Service Industries	Reports to:	Director WorkSafe Service Industries and Specialists
Section:	NA		

Operational Context

Within the WorkSafe Group, the WorkSafe Service Industries and Specialists Directorate is responsible for work health and safety compliance in the services, retail, public sector and related industries. The directorate also provides specialist inspectors who work across industry in relation to plant, engineering, psychosocial factors, ergonomics, occupational hygiene and asbestos.

Role Overview

This position manages sensitive and complex Occupational, Safety and Health (WHS) investigations and enforcement of WHS legislation and provides professional/technical advice on WHS in the workplace to management when required. In addition, this role manages a team of WorkSafe Inspectors and contributes to other Directorate initiatives including planning, risk management and stakeholder engagement.

Building Leadership Impact as a Leader of Others

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles. Leadership in this position is about motivating and enabling a team to deliver high-quality work that contributes to the agency. They balance their time between doing the work, and coaching, guiding and developing others.

Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Manages the team and its resources to deliver outcomes identified in the Directorate and Group Business Plan, including implementing temporary deployment arrangements where necessary.
- Leads the team in developing team content for the Business Plan, including relevant projects, consistent with directorate objectives.
- Represents the Department on state and national forums and a range of committees and working groups on WHS issues.
- Liaises with internal and external customers to ensure appropriate service delivery and improvement needs and expectations are met; including delivering advice.
- Identify and implement continuous improvement initiatives to contribute towards the efficiency and effectiveness of the Team.
- Identifies and responds to complex emerging WHS issues and trends relevant to the teams industries.
- Manages investigation of sensitive and complex WHS issues including managing enforcement action where work health and safety laws are breached.
- Plans, prioritises and allocates work appropriate to team members' skill/experience.
- Leads and/or participates in the development of WHS legislation, policy, systems and projects relevant to the teams industries.
- Undertake occasional travel, work in remote areas and occasionally work outside normal business hours as required.
- Takes responsibility for creating and sustaining a positive team culture.
- Undertakes performance reviews, coaches and mentors team members and provides support and assistance with

team members career progression.

- Continues to develop own leadership and professional expertise.
 - Ensures appropriate skills and expertise are available within the team.
 - Contributes to the development and implementation of corporate policies and procedures including the achievement of Equal Employment Opportunity and Diversity Outcomes.
-

Corporate Responsibilities

The following outlines departmental responsibilities:

- Acts ethically and supports others to do the same, in line with the departments Values and the Code of Conduct.
 - Takes reasonable care to protect your own safety, health and wellbeing at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all applicable work health and safety laws.
 - Performs other duties as directed.
-

Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Demonstrated experience in influencing WHS outcomes in workplaces in a sector relevant to this position.
- Experience in undertaking complex, innovative, proactive industry intervention campaigns and compliance work.
- Demonstrated highly developed communication and interpersonal skills to build and sustain effective relationships and partnerships.
- Demonstrated high degree of competency in project and team management.
- A diploma or higher work health and safety qualification or extensive relevant WHS experience.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Leader of Others - People](#), the following outlines those that are required to undertake this role:

- **Lead Adaptively** - You acknowledge the impact of your work style and behaviours on others, modifying them when appropriate to enhance collective performance.
 - **Embody The Spirit of Public Service** - You lead by example, promoting and role modelling behaviours and respect for others in all aspects of your work, thereby protecting your reputation and that of your team or work area, agency and the sector.
 - **Build Capability** - You clarify your expectations of those in your team; monitor their performance; and support their growth and development through feedback, on the job training, coaching and other opportunities.
 - **Deliver on High Leverage Areas** - You identify and understand the competing priorities of your work area, prioritising essential tasks and making adjustments as appropriate.
 - **Dynamically Sense The Environment** - You adapt your approach to changes in the work environment that affect or may impact the ability of your team or work group to deliver outcomes.
 - **Think Through Complexity** - You understand and respect the need for compliance to minimise risk in your work and ensure your team complies with the required policies, procedures and processes.
 - **Lead Collectively** - You accept responsibility for contributing to the collective strategy of the agency and adopt a perspective that embraces all those you lead.
-

This position reports to:

Director WorkSafe Service Industries and Specialists
Position No: MIS17125 Classification: L9

Positions reporting to this Role:

Inspector - (00016864)	L5
Inspector - (00016932)	L5
Inspector - (00016986)	L5
Inspector - (00016987)	L5
Inspector - (00017502)	L5
Inspector - (00017630)	L5
Inspector - (00017637)	L5
Inspector - (00017689)	L5
Senior Inspector - (00017555)	L6

Position Conditions:

The following outlines pre-employment assessments and ongoing conditions and requirements:

- The holder of this position exercises delegated statutory powers
- High integrity required for conflicts of interest
- Nationally Coordinated Criminal History Check
- Medical Check
- Psychometric Check
- Q Fever screening and vaccination if required
- Current Western Australian C or C-A class drivers licence or equivalent

Approved Date

12-FEB-2026