



Information Capture Officer (Warrants)

POSITION DESCRIPTION FORM

Region / Portfolio:

State Intelligence and Command

Directorate / Command / District / Division:

State Communications Division

Business/Work area:

Communication Division Support

Position Description Number:

Generic 157

Level:

Level 2

Employment Conditions

Industrial Agreement/Award: Current PSA, PSCSAA and if applicable Agency Specific Agreement

Work Pattern: Shift work: As per relevant industrial agreement

Location: Midland

This position may be exposed to sensitive or disturbing content.

Position Objective

Provides efficient capture of court and frontline information and data from across the agency. Ensures the quality and integrity of data, the accuracy of entities entered into systems and execution and service of court issued processes. Maintains accurate and timely records.

Role of Work Unit

Communications Division Support is responsible for the management of warrants, restraining orders and police orders, provision of training, Computer Aided Despatch (CAD) support, corporate statistical reporting, quality assurance of CAD incidents and telephone calls and maintenance of a communications knowledge database system.

Reporting Relationships

This position reports to:

- CDS Coordinator, Sergeant

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

Position Title: Information Capture Officer (Warrants)	Level: Level 2	Position Number: Generic 157
---	-------------------	---------------------------------

Key Accountabilities

1 Information Capture (85%)

- 1.1 Receives and processes relevant data received from courts and other sources in a timely manner, ensuring that information entered is accurate.
- 1.2 Provides quality assurance of data recorded either electronically or manually into databases and initiates appropriate action to investigate and rectify errors.
- 1.3 Ensures information received is processed in accordance with agency protocols.
- 1.4 Identifies and investigates discrepancies on data and liaises with clients and other agencies to obtain relevant information, including matters relating to inconsistent information received from the courts and other internal and external stakeholders.
- 1.5 Receives and responds to enquiries received by police and staff from external agencies in accordance with agency protocols and procedures.
- 1.6 Updates computerised systems and records to reflect actions taken with regard to the capture of information and responses to enquiries.
- 1.7 Attends to telephone and general enquiries.
- 1.8 Processes requests relating to the capture of information and releases information in accordance with relevant legislation and policy.
- 1.9 Refers matters of particular complexity to the CDS Coordinator (or PAC Senior Supervisor after hours).
- 1.10 Maintains accurate and timely records relating to warrants, restraining orders, police orders and after-hours release of police information.

2 Support (10%)

- 2.1 Provides administrative support and identifies potential improvements in processes and procedures, conducts research, and prepares reports and recommendations where appropriate.
- 2.2 Monitors station email accounts, directs queries appropriately and escalates significant and/or time critical matters to the CDS Coordinator (or Officer in Charge).

3 Other (5%)

- 3.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 3.2 Demonstrates and advocates a high level of ethics and integrity in accordance with the agency's professional standards and Code of Conduct including reporting wrongdoing.
- 3.3 Undertakes other duties as directed.

Position Title: Information Capture Officer (Warrants)	Level: Level 2	Position Number: Generic 157
---	-------------------	---------------------------------

Work Related Requirements

Essential

Context in which work related requirements will be applied and or general standard expected.

Communication skills	Communicating effective, efficient and timely messages clearly and concisely using appropriate language. Preparing general correspondence, reports and memos. Liaising with stakeholders to provide a quality customer service. Providing effective, efficient and timely information to a range of clients.
Knowledge of relevant legislation	Interpreting and applying legislation and policy to enable sound decision making on the capture of information.
Ability to work in a team environment	Liaising with internal and external stakeholders in providing a quality customer service. Training, mentoring and supporting co-workers, in a team environment.
Computer skills	Utilising Microsoft applications and computerised records management systems in accordance with data quality and information security principles. Interrogating WA Police Force applications and social media platforms to respond to legitimate requests for information.
Problem solving skills	Knowing where to find information and asking questions to ensure a better understanding of issues. Ensuring accuracy of information.
Organisational skills	Taking personal responsibility for accurate and timely completion of work and seeking assistance where required. Working within agreed priorities and ensuring that goals are achieved.

Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

Leadership Context

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.

The leadership context for this role is **Personal Leadership**.

Certification

These details are an accurate statement of the duties, responsibilities and other requirements of the position.

Position Title and Work Unit	Name	Date
A/Senior Organisational Design Consultant Organisational Design and Analysis	Helen Mashiah	17/04/2026
Superintendent State Communications Division	Graeme Barry	17/04/2026