



Senior Conciliation Officer (Mediation) - Level 5 (GRS26075)

Group:	Consumer Protection and Legal Services	Location:	Perth - 140 William St
Division/Directorate:	Conciliation and Services	Supervises:	0
Branch:	Conciliation and Trader Intervention	Reports to:	Principal Conciliation Officer
Section:	NA		

Operational Context

Consumer Protection is responsible for promoting fair trading and consumer protection in Western Australia. Conciliation and Trader Intervention is responsible for undertaking activities to help businesses and consumers resolve disputes, and to remedy improper practices that impact consumers.

Role Overview

This position provides dispute resolution services and gives advice on matters arising from consumer issues in regulated industries. The position attempts to resolve complex disputes which arise between parties relating to their rights and obligations under relevant consumer protection laws.

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 delivering high-quality work as a specialist in their domain of expertise, balanced with a focus on training, motivating and enabling others.

Role Responsibilities

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

- Effectively, efficiently, and impartially analyses issues identified by both parties and assists the parties in reaching a mutually agreeable outcome in line with legislative requirements.
- Identifies and appropriately handles any breaches of relevant legislation and provides education to the parties as appropriate.
- Provides accurate and suitable advice to industry professionals and consumers with respect to enquiries relating to division's regulated industries.
- Effectively undertakes trader intervention activities to correct improper business practices resulting in improving compliance with relevant legislation.
- Maintains current knowledge of relevant legislation and is a subject matter expert that actively contributes to the review of relevant publications.
- Provides quality customer service to customers using a range of communication mediums.
- Manages time efficiently to ensure that customer complaints are dealt with, and the desired outcomes are achieved in a timely manner.
- Accurately captures information to maintain the department's electronic database and updates hard copy records as required.
- Liaises and works with other teams within the Branch and constructively contributes to ensure effective relationships are maintained.
- Provides advice and guidance to other team members including providing support to the contact centre and team coordinators.
- Assists in the preparation of educational materials, ministerial replies, and briefing notes.

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 dispute resolution and conducting complex negotiations.
- Demonstrated experience in interpreting, analysing and applying legislation to complex issues.
- Demonstrated well-developed interpersonal skills, oral and written communication skills, including experience in producing complex reports and other high quality written material.
- Accredited under the National Mediator Accreditation System (NMAS) or a similar qualification would be an advantage, or a preparedness to attend training at the department's expense.

Expected Leadership Behaviours

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

- Lead Adaptively** - You share your learnings, encouraging an environment of continuous learning and growth.
- 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 embrace a diverse team and draw on the unique strengths of each member.
- Dynamically Sense The Environment** - You approach crucial conversations with consideration and confidence, and discuss issues and problems thoughtfully.
- Deliver on High Leverage Areas** - You identify and understand the competing priorities of your work area, prioritising essential tasks and making adjustments as appropriate.
- Think Through Complexity** - You draw on information from an array of sources, applying your judgement and technical expertise to identify what is relevant and important.
- Lead Collectively** - You seek to build and maintain effective working relationships with others, and are mindful of the partnerships that support your efforts to deliver value for your team and work area.

This position reports to:

Principal Conciliation Officer

Position No: 00000241

Classification: L6

Positions reporting to this Role:

This position has no direct reports

Position Conditions:

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

- The holder of this position exercises delegated statutory powers
- Nationally Coordinated Criminal History Check

Approved Date

28-APR-2026

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