

Position Title	Conciliation Officer
Position Number	TBA
Classification	Level 5
Employment Instrument	Public Sector CSA Agreement 2024
Registration Date	April 2026
Location	Perth CBD

The Office of the Information Commissioner

The Office of the Information Commissioner (**OIC**) is the independent regulator fostering trust and accountability in Western Australia through privacy and freedom of information.

The OIC provides independent oversight and advice to regulated entities and the community about how regulated entities handle personal and government information. The OIC helps the community understand and exercise their information rights.

Led by the Information Commissioner and supported by the Privacy Deputy Commissioner and Information Access Deputy Commissioner, the OIC oversees privacy and information matters under the *Privacy and Responsible Information Sharing Act 2024 (WA)* (**PRIS Act**) and *Freedom of Information Act 1992 (FOI Act)* (WA).

Reporting Relationships

Responsible to	SC5	TBA	Director Conciliation, Legal and Enquiries
This position	Level 5	TBA	Conciliation Officer
Direct reports	Nil		Nil

Primary objective of this position

The Conciliation Officer undertakes conciliation and other activities as directed to support the Information Commissioner, Privacy Deputy Commissioner and Information Access Deputy Commissioner in the performance of the statutory functions under the FOI Act and the PRIS Act.

Key deliverables of this position

- Support the performance of the statutory conciliation functions under the PRIS Act and FOI Act.

- Under supervision, attempt to resolve matters in a timely manner through conciliation conferences or as a mediator referred to the team for conciliation under the FOI Act and the PRIS Act
- Contribute to ongoing process improvement to achieve the efficient, effective and timely conciliation of matters in support of the OIC's business objectives.
- Provide information and advice to stakeholders about the conciliation process available in OIC.
- Assist in the preparation of reports and statistical data relevant to the conciliation of matters under the PRIS Act and FOI Act.
- Demonstrate a commitment to adhere to the OIC's Code of Conduct, Public Sector Commissioner's Ethical Foundations and Equal Employment Opportunity legislation.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Role specific requirements

Essential Criteria

- Demonstrated experience in complaint handling and/or conciliation in a relevant environment, such as regulatory.
- Demonstrated ability to understand and apply relevant legislation and policies to complex matters.
- Demonstrated ability to exercise impartial judgment, identify and analyse key information, assess and manage risk.
- Strong stakeholder management skills, including the ability to engage and build rapport with a diverse range of people.
- Demonstrated ability to listen effectively, to identify issues and to develop practical solutions to resolve disputes.
- Strong written and verbal communication and presentation skills.

Desirable Criteria

- Awareness of the FOI Act in WA or other Australian FOI laws.
- Awareness of the PRIS Act in WA or other Australian privacy laws.
- Relevant accreditation or qualification in conciliation or mediation.

Special requirements, licenses, accreditations and conditions

- A National Police Certificate is required prior to appointment to a position in the OIC.
- The position holder may be required to travel within Western Australia for operational purposes.

Expected leadership behaviours

We believe everyone who works with us is a leader, irrespective of their position. We consider this critical to the OIC's success and, to support this, we have adopted the WA public sector's [Leadership Expectations](#). These provide a common understanding of the mindset 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 [Personal Leadership](#). The specific behaviours of this leadership context are:

BEHAVIOUR	DESCRIPTOR
Lead collectively	<ul style="list-style-type: none"> • Takes responsibility for own work and providing quality service. • Takes care to use accurate information, follows correct policies and procedures and legislation, and pays attention to detail. • Establishes trusted working relationships and draws on the team for support to deliver high quality work.
Think through complexity	<ul style="list-style-type: none"> • Uses systematic thinking • Seeks alternative options to a problem before implementing a solution. • Uses common sense to research, analyse, and make evidence-based recommendations.
Dynamically sense the environment	<ul style="list-style-type: none"> • Listens to, understands, and recognises the needs of others in the work environment. • Engages with a positive and open mind. • Seeks to understand issues and problems before reacting.
Deliver on high leverage areas	<ul style="list-style-type: none"> • Seeks quicker and smarter ways of doing their work. • Takes responsibility for managing their work to achieve results. • Has personal resilience and perseverance.
Build capability	<ul style="list-style-type: none"> • Actively contributes to the development of the team's capabilities and provides technical and professional support to peers. • Recognises their contribution to a positive culture. • Accepts individual differences and values diversity.
Embody the spirit of public service	<ul style="list-style-type: none"> • Displays empathy and compassion, integrity and humility. • Shows respect for the work area and operates ethically. • Is excellence oriented in delivering results. • Recognises their direct impact on the reputation of the sector through their actions and work practices.
Lead adaptively	<ul style="list-style-type: none"> • Modifies their behaviour to improve effectiveness with others. • Regularly seeks feedback on performance and practices. • Looks to understand self – strengths, weaknesses and potential blind spots. • Develops personal and professional goals. • Is willing to learn and extend their knowledge and skills. • Responds to change.

CERTIFICATION OF POSITION

Information Commissioner signature

Date of signature

1 May 2026

POSITION REVISIONS

Revised version date

Information Commissioner signature

Revised version date

Information Commissioner signature