



## Assessment Coordinator - Level 5 (GRS26076)

|                              |  |                    |                              |
|------------------------------|--|--------------------|------------------------------|
| <b>Group:</b>                | Consumer Protection and Legal Services | <b>Location:</b>   | Perth - 140 William St       |
| <b>Division/Directorate:</b> | Conciliation and Services              | <b>Supervises:</b> | 0                            |
| <b>Branch:</b>               | Conciliation and Trader Intervention   | <b>Reports to:</b> | Principal Assessment Officer |
| <b>Section:</b>              | 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 organises and provides dispute resolution services and advice on matters arising from consumer issues in regulated industries. It coordinates resources and organises work of the assessment team to ensure that conciliation policy objectives of the Department are met as part of the dispute resolution, conciliation and trader intervention strategy and program. It also monitors work performance and outcomes of the team to ensure high quality customer service and conciliation outcomes are delivered.

### 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:

- Supervises and leads the operations and human resource management of an assessment team within the Conciliation and Trader Intervention branch to ensure the efficient and effective delivery of dispute resolution, conciliation and trader intervention activities for the department.
- Leads and undertakes dispute resolution, conciliation and trader intervention activities on more complex matters to improve compliance with relevant legislation.
- Identifies emerging issues and trends and provides advice and reports to management.
- Provides accurate and suitable advice to customers on enquiries relating to Consumer Protection's regulated industries.
- Assists in the development, review and maintenance of systems and procedures, to achieve efficient and effective service delivery in relation to the dispute resolution, conciliation and trader intervention program.
- Develops and maintains a network of key internal and external stakeholders, to facilitate the sharing of information.
- Supports the development and delivery of an effective community education program.
- Provides advice and guidance to other branch members including providing support to the contact centre and team coordinators.
- Leads the team in analysing matters of importance impacting trader intervention activities.

### 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 interpreting, analysing and applying legislation to complex issues.
- Demonstrated well developed research, analytical and problem-solving skills with the ability to use initiative.
- Demonstrated experience in dispute resolution or similar environment.
- Demonstrated ability to effectively lead, mentor and coach a team in achieving a customer focused environment.

### 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 contribute to the development of those in your team or work area by understanding their current capabilities and striving to develop them further.
- **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 think critically and strategically to solve problems and enhance effectiveness across your team or work area.
- **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 Assessment Officer

Position No: 00017714

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:

- Nationally Coordinated Criminal History Check

**Approved Date**

04-MAY-2026

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