



# Operations Coordinator

## POSITION DESCRIPTION FORM

**Region / Portfolio:**

Road Safety Commission

**Position Description Number:**

Generic 761

**Directorate / Command / District / Division:**

Education and Behaviour Change

**Level:**

Level 6

**Work Unit:**

Education

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**Employment Conditions**

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Industrial Agreement/Award: Current PSA PSCSAA and Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Various

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**Position Objective**

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The Operations Coordinator is responsible for leading a team in the delivery of a suite of educational programs and resources designed for the WA Community focussing on behavioural change. This role coordinates the planning, execution and assessment of program performance for metropolitan and regional delivery.

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**Role of Portfolio/Unit**

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The Road Safety Commission is a discrete unit attached to the Western Australia Police Force and administratively accountable to the WA Police Commissioner but, through the Road Safety Commissioner, reports directly to the Minister for Road Safety on road safety matters. The Commission is responsible for leading the development, integration and implementation of state-wide road safety strategies, policies and programs to reduce serious crashes on Western Australian roads.

Our vision is to eliminate life changing road trauma in Western Australia. We aim to achieve this through a safe road-user-culture and a systems approach that encourages safe behaviours and reduces the risks in the road network by improving the safety features of roads and vehicles, so that crashes do not result in serious harm. We seek ambitious, step change improvements on this journey through a paradigm shift to a safety culture approach.

Our values of **Collaboration – Trust – Integrity - Professionalism** underpin all we do. These values guide the way we conduct our work, how we engage with others and deliver services to our customers. Each Commission employee's ability to demonstrate how they apply our values is important. The Commission's values complement those of the WA Police Force which are Duty, Teamwork, Integrity and Care.

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**Reporting Relationships**

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This position reports to:

- Manager Education Programs L7

Direct reports to this position include:

- CE & Engagement Officer L5 x 4
- Project Officer (Intern) L3 x 4

Total number of positions under control: 8

## Key Accountabilities

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### 1 Program Delivery (35%)

- 1.1 Leads, develops, and supports the education delivery team to ensure high-quality performance and capability.
- 1.2 Provides expert advice and guidance on operational planning, workforce readiness, and resource allocation across teams.
- 1.3 Establishes clear expectations for operational excellence and ensure alignment with organisational priorities.
- 1.4 Oversees accurate data collection and reporting across the education team, analysing operational and program performance metrics to inform decision-making.
- 1.5 Oversees logistics, equipment, vehicles, and resource readiness to support seamless program delivery.
- 1.6 Ensures operational systems, workflows, and administrative processes are efficient, compliant, and well maintained.
- 1.7 Drives continuous improvement initiatives based on evidence and lessons learned.

### 2 Governance and Reporting (25%)

- 2.1 Contributes to achieving targets aligned to the Driving Change Strategy and other relevant performance metrics, proactively managing relationship efforts to meet or exceed expectations.
- 2.2 Ensures compliance with organisational policies, safety standards, and reporting requirements.
- 2.3 Delivers program integrity, brand identity, and compliance with quality assurance frameworks.
- 2.4 Establishes, monitors and maintains robust governance arrangements and performance monitoring mechanisms that support transparent decision-making accountability and effective risk management.
- 2.5 Prepares quality reports, briefs, and recommendations for senior management.

### 3 Stakeholder Engagement (25%)

- 3.1 Collaborates effectively with internal and external stakeholders and contribute to the development of strong relationships with all relevant road safety education stakeholders.
- 3.2 Oversees engagement strategies that strengthen re-booking, retention, and long-term partnerships with schools and communities.
- 3.3 Negotiates with defined authority with consultants, suppliers, external agencies and WAPOL personnel at all levels as required.

### 4 Supervision (10%)

- 4.1 Supervises staff in providing direction, coaching and performance management.

### 5 Other (5%)

- 5.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 5.2 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.
- 5.3 Undertakes other duties as directed

Position Title: Operations Coordinator	Level: 6	Position Number: Generic 761
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## Special Requisites

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Working with Children Check:

Dependant on local level business needs, it is a requirement that the position holder is successful in obtaining and maintaining a valid Working with Children Check.

## Work Related Requirements

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### Essential

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

Program planning and management skills

Overseeing the provision of expert advice and guidance on operational planning, workforce readiness, and resource allocation ensuring high-quality educational delivery.

Communication and negotiation skills

Ability to write effectively, negotiating and gaining cooperation with external agencies. Ability to strengthen retention, and long-term partnerships with schools and communities. Liaising with internal and external stakeholders at all levels.

Leadership skills

Supervising and supporting staff, providing clear direction and guidance. Establishing and sustaining positive and collaborative relationships with the Education team and working collaboratively and effectively with others internally and externally to the Commission.

Analytical and Conceptual skills

Conceptualising and analysing issues to provide advice and recommendations. Problem solving and lateral thinking. Identifying issues, developing and undertaking research, evaluating findings and presenting a variety of solutions.

Organisational skills

Managing own workload and demonstrating flexibility in managing competing priorities. Establishing tasks and timeframes to successfully achieve objectives.

## Capability Framework

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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

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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 **Leading Leaders**.

## Certification

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

Position Title and Work Unit	Name	Date
Director Education and Behaviour Change	Simone Steele	17/03/2026
Road Safety Commissioner	Adrian Warner	17/03/2026