



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Business System Services Coordinator

Level

6

Position Number

37665
(Nominated)

Division/Directorate

Transperth System, Regional Town and Schoolbuses

Branch/Section

Schoolbuses

Effective Date

March 2026

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Manager Schoolbuses, Level 8

Subordinates: Business Systems and Information Officer, Level 5
Senior Business Systems Officer (x2), Level 4

Key role of this position

- Leads in the delivery of relevant and timely process control and business support for the Business Services section.
- Undertakes effective consultation and negotiation with relevant stakeholders and coordinates a team in the planning, development, implementation and review of systems, and projects.

Core duties and responsibilities

Management

- Participates in the development, implementation and review of Branch plans.
- Manages the delivery of relevant and timely process control, business support and data management.
- Manages and leads project teams in the management, implementation and evaluation of complex issues, projects and change management initiatives to achieve effective outcomes and service levels.
- Develops and recommends plans and strategies regarding the implementation of policy, guidelines and standards, as well as the provision of high-level advice to senior management, government agencies, industry representatives, and other key stakeholders.
- Oversees and directs the work of contractors/consultants engaged to undertake projects and monitors and reports on performance where appropriate.
- Review, update, and manage online platforms, including administration of portals and public facing website content.

Systems and Process Review

- Undertakes projects and conducts reviews of student transport functions, systems and standards in order to maximise the provision of effective customer service.
- Provides advice on the continuous improvement of systems, processes and services within a customer focussed framework.
- Initiates, develops and coordinates the implementation of new systems, processes and functional and organisational change.
- Assists in the preparation of business case documentation for new technology systems or improvements to current systems.

Consultation and Liaison

- Facilitates the consultation related to the implementation of policy and business improvements.
- Negotiates and ensures effective consultation with all key stakeholders.
- Represents the Public Transport Authority (PTA) on review committees, working groups and industry forums as required.

Other

- Analyses and develops contract specifications/briefs in accordance with government purchasing policies and coordinates the appointment of contractors and consultants.
- Other duties as required.

SELECTION CRITERIA

1. Core Competencies

- Highly developed project management skills with the ability to deliver agreed outcomes.
- Considerable experience assessing business issues and requirements in the context of business strategy
- Demonstrated ability in process control, business support and data management.

2. Leadership and Management

- Highly developed leadership and people management skills, including the ability to develop staff and manage teams in a changing environment.
- Demonstrated experience in managing systems, processes or technology platforms.

3. Communication and Interpersonal

- High level negotiation skills with the ability to influence outcomes.
- Demonstrated experience in conflict resolution.
- Highly developed written and verbal communication skills
- Strong facilitation and negotiation skills to support effective consultation and engagement across diverse internal and external stakeholders.
- Ability to build and maintain effective relationships with clients and key stakeholders.

4. Conceptual, Analytical and Problem Solving

- Demonstrated experience in audit planning, evaluating business processes, ensuring compliance and identify improvement opportunities
- Proven skill in reviewing systems and processes to identify gaps, inefficiencies and improvement opportunities.
- Highly developed research, analytical, planning and evaluations skills.
- Demonstrated ability to analyse and resolve complex problems, implementing innovative solutions and/or business improvement strategies.

5. Organisation

- Sound ability to plan and organise workloads and resources to meet agreed outcomes.

6. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate dated 3 months or less from the date of application for the position.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Managing Director / Executive Director / General Manager

.....
Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date