



Position title Principal Response Officer (Operations Centre)		Position number Generic
Classification level Level 7	Award/Agreement PSA 1992 / PS CSA Agreement	Effective date October 2022
Division and Directorate Corrective Services Operational Support	Branch Security and Response Services	Location Perth CBD

Mission	Principles	Values
<ul style="list-style-type: none"> A fair, just and safe community for all Western Australians 	<ul style="list-style-type: none"> High performing and professional Ethical and accountable Trained, safe and supported 	<ul style="list-style-type: none"> Respecting rights and diversity Fostering service excellence Being fair and reasonable

Reporting relationships

Responsible to:	013122 Level 8 Director Operations and Emergency Management
This position:	Generic Level 7 Principal Response Officer (Operations Centre)
Direct reports:	Nil

About this position

The Operations Centre is a central business unit for Corrective Services under the Operational Support Directorate comprising two functional areas: Prisoner Movements and Response Coordination. Both functional areas have specific roles and responsibilities, however, are interdependent on one another to achieve operational and strategic outcomes. This includes security and operational advice for incident management; identifying and mitigating risk; ensuring the safe and secure transportation of prisoners between the Adult Custodial facilities; stakeholder management and the development of timely and accurate reports to the Commissioner and Director General.

The Operations Centre provides a central point of contact for Corrective Services 24 hours / 7 days a week. The Principal Response Officer (PRO) must be prepared to perform shift work including working weekends and be on-call afterhours. This responsibility will be shared amongst the other members of the team.

The PROs manage the Response Coordination functions including the provision of incident management advice in accordance with existing policy and expectation. This includes the development of Critical Incident Notifications advising the Commissioner and other key stakeholders of essential information specific to an incident including details such as: the person(s) involved, an incident summary, external reporting notifications, actions taken and risk mitigations in place to contain/manage the incident.

Additionally, the PROs provide high level operational support and coordination across

Corrective Services in relation to unscheduled prisoner escorts and prisoner placement. This includes coordination with the contracted transport agent to facilitate prisoner transfers and various absence permits from prison in accordance with current legislation and policy.

The PROs provide operational, security and risk management advice and/or direction for custodial and community-based staff in respect to daily operational risks, issues, concerns or safety matters as well as provide support to the development of policy and procedures.

Key deliverables - what this position involves

- Responsible as the single point of contact for Corrective Services incident response, operational matters, risk mitigations and emergency management.
- In an environment of constraint, coordinate, track and report against operational resources and tasks to assist in achieving positive operational outcomes.
- Produce accurate and precise written communications including the ability to accurately reflect the narrative of an ongoing incident; provide operational summaries on demand; develop and maintain spreadsheets; provide detailed situation reports; source, detail and present data for stakeholders.
- Provide proactive, timely and accurate advice and communicate effectively with stakeholders regarding various types of operations, security and/or risk related matters.
- Oversee, prioritise and as required, communicate incidents and emergencies reported through the Operations Centre to key stakeholders.
- Oversees unscheduled offender movements and provides reports on the physical location of all offenders in custody in real time.
- Coordinate the provision of risk analysis, monitoring and reporting to inform stakeholders of actions related to mitigating identified risks.
- Provide subject matter expertise in the development of custodial policy.
- Revise and develop processes to strengthen incident response and security frameworks for Corrective Services.
- In an environment of constraint, coordinate, track and report against operational resources and tasks to assist in achieving positive operational outcomes.
- Produce accurate and precise written communications including accurately reflecting the narrative of an ongoing incident; provide operational summaries on demand; develop and maintain spreadsheets; provide detailed situation reports; source, detail and present data for stakeholders.
- Record, monitor and report on operational matters, including confidential and sensitive matters.
- Demonstrate a commitment to adhere to the Department's Code of Conduct, Public Sector Commission's Ethical Foundations and Equal Employment Opportunity legislation.
- Demonstrates the expected behaviours of the context for this role.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Leadership expectations - our expectations of you

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.

For this role, you will be someone who exhibits behaviours and mindsets within the leadership context of [Leading Others](#).

Essential selection criteria - what you need to bring to this role

<p>1 Role specific requirements</p>	<ul style="list-style-type: none"> • A sound understanding of operational practices and security considerations within a complex operational environment. • Demonstrated ability to rapidly interpret, recall, and apply operational policy and procedures when liaising and/or providing advice to key stakeholders. • Proven experience working in an online environment, while collating information, tracking resources and incidents, and disseminating reporting to key stakeholders. • Demonstrated ability
<p>2 Lead collectively Seek and build key relationships, work together and focus on the greater good.</p>	<ul style="list-style-type: none"> • Knows how their work and the work of others align to broader agency goals. • Manages their work priorities and those of others and outcomes. • Addresses team issues. • Monitors progression to ensure deliverables are met. • Builds and supports effective work relationships.
<p>3 Think through complexity Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.</p>	<ul style="list-style-type: none"> • Applies critical thinking techniques to develop a range of options. • Uses their knowledge and skills and those of others to refine options. • Is solutions focused. • Understands the need for compliance to minimise risk.
<p>4 Dynamically sense the environment Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.</p>	<ul style="list-style-type: none"> • Remains aware of evolving team needs. • Seeks input of others before acting. • Adapts style depending on situation.
<p>5 Deliver on high leverage areas Identify priorities, pursue objectives with tenacity and be resilient in the face of challenges.</p>	<ul style="list-style-type: none"> • Understands and can communicate the essential priorities. • Is able to identify and understand work area priorities and adjust as required. • Is able to monitor, adapt and ensure work priorities are incorporated into work activities. • Explores and seeks opportunities for innovation. • Scans the environment for possible obstacles and intervenes early to navigate setbacks.

<p>6 Build capability Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.</p>	<ul style="list-style-type: none"> • Accepts they contribute to the development of others in a team or work group. • Leads by example and supports others with growth and development. • Embraces and encourages diversity within the workplace. • Responsible for fostering a positive sector culture.
<p>7 Embody the spirit of public service Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.</p>	<ul style="list-style-type: none"> • Shows workplace actions embody the spirit of public services. • Demonstrates empathy, compassion, integrity, and humility. • Supports others to excel. • Assumes responsibility for supporting others to embrace the spirit of public service.
<p>8 Lead adaptively Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.</p>	<ul style="list-style-type: none"> • Continuously seeks opportunities to develop own knowledge, skills and expertise. • Recognises their impact on others and acts to model appropriate and suitable behaviours. • Seeks feedback from others to enhance personal effectiveness. • Embraces, leads and supports others through change. • Sources and seeks feedback from others to enhance leadership.
<p>Desirable selection criteria <i>Not considered essential to perform the role but may contribute to the ability to undertake the role.</i></p>	
<p>9 Qualifications, knowledge and/or experience</p>	<ul style="list-style-type: none"> • N/A

Special requirements, licenses, accreditations, and conditions

- The position holder must possess a current C Class motor vehicle driving licence.
- It is a requirement for the position holder to be prepared to work shift and to be contactable 24 hours/7 days a week.
- It is a requirement for the position holder to be prepared to work out-of-hours (on-call).

HR Certification

Upload date: 1 November 2025