



Job Description Senior Program Support Officer Level 5

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| Position Number: | 00036317 | FTE: | 1.0 |
| Directorate: | Service Delivery | Branch: | Service Delivery Strategy |
| Location: | Osborne Park | Position Status: | Permanent |
| Agreement/Award: | <i>Public Service Award 1992 Public Sector CSA Agreement 2024 or as replaced</i> | | |

Reporting Relationships

Reports to:

Senior Program Coordinator, Level 6

Other officers reporting to the above office:

Senior Program Support Officer, Level 5

Program Support Officer, Level 3 (x4)

This Office – officers under direct responsibility:

No direct reports

Key Role Statement

The Senior Program Support Officer is responsible for the quality assurance of operational aspects of the State Government's Incentives program for employers of apprentices and trainees in Western Australia. The position requires technical expertise to ensure compliance with the relevant Employer Incentives terms and conditions and business processes, including the ability to analyse data and make recommendations for remedial action where required.

The Senior Program Support Officer will also provide training to internal and external stakeholders as required, and liaise with the Apprenticeship Office's Risk Analysis and Improvement area to ensure the continued alignment of the business system with operational and stakeholder needs.

Key Responsibilities

- Assesses, processes and administers incentive payments in the Western Australian Apprenticeship Management System (WAAMS), in compliance with the relevant programs Terms and Conditions.
 - Monitors claim activity and applies quality assurance processes to ensure that the integrity of the incentives program is maintained.
 - Utilises WAAMS functionality to monitor system dashboards to analyse data, identify trends and make recommendations to the Senior Program Coordinator in relation to the efficient management of the incentives programs.
 - Provides assistance to stakeholders in the use of the WAAMS online client portal, including registration for WAAMS access, submitting incentive claims and resolving issues as they arise.
 - Prepares written communication as required, including correspondence, briefings, business process documents and training material in a timely and accurate manner.
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Expected Leadership Behaviours

The role occupant is expected to consciously adopt the behaviours and mindsets aligned to the position's **Personal Leadership** context. The following outlines the key leadership behaviours in action pertinent to this position.

- **Lead collectively** – You identify opportunities for improvements in your team, ensuring the work and services you provide always add value to Western Australians.
 - **Think through complexity** – You know where to find relevant information and use a common sense approach to research and analyse, and then make evidence based recommendations.
 - **Dynamically sense the environment** – You seek to understand issues and problems before reacting and discuss them thoughtfully with your team.
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Selection Criteria**Essential**

- Demonstrated experience in the use of business systems, preferably CRM Dynamics 365, including the ability to identify and resolve minor defects/faults and make recommendations for system enhancements.
- Well developed research, conceptual and analytical skills, with a proven ability to identify, investigate and clarify issues along with demonstrated experience in a client service role.
- Well developed written communication skills, including the ability to document business processes, develop training material and draft written correspondence to external stakeholders.
- Demonstrated ability to utilise oral communication and interpersonal skills to communicate to a wide range of internal and external stakeholders to achieve positive outcomes.

Other Requirements

- May be required to work from any Department worksite.

Values

Our values reflect the way we go about our work with our partners, stakeholders and each other.

- We find solutions, deliver and do things well.
- We have integrity and courage.
- We respect, trust and care for each other.
- We know diversity makes us stronger

CERTIFICATION

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Branch Director:

Name: Andrea Vinciullo Position: A/Director Service Delivery Strategy

Signature:  Date: 19-11-25

Delegated Authority:

Name: Grant Goldfinch Position: Executive Director Service Delivery

Signature:  Date: ~~20~~ 19-11-25

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