



Job Description Form

Senior Recoveries Officer

Office of Criminal Injuries Compensation

Position details

Classification Level: 3

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement
(and any subsequent agreement/s)

Position Status: Permanent

Organisation Unit: Court and Tribunal Services, Magistrates Court and Specialist
Jurisdictions

Physical Location: Perth CBD

Reporting relationships

Responsible to: 001090 Coordinator Recoveries – Level 4

This position: 017847 Senior Recoveries Officer - Level 3

Direct reports: 001092 Recoveries Officer – Level 2
010067 Recoveries Officer – Level 2
001091 Recoveries Officer – Level 2
017656 Recoveries Officer – Level 2

Overview of the position

The Magistrates Court and Specialist Jurisdictions is accountable for:

Output 1: Judiciary and judicial support.

Output 2: Case processing.

Output 3: Enforcement of criminal and civil court orders.

Output 4: Enhance Aboriginal services throughout the State of Western Australia.

The Senior Recoveries Officer is responsible for ensuring the efficient and effective recovery of complex outstanding criminal injuries compensation is paid to victims of crime from liable offenders. The position provides effective support and leadership to the recovery team, ensuring all recovery transaction and matters are processed and resolved following relevant legislation, policies and procedures. In addition, the position liaises with a diverse range of stakeholders providing a range of advice ensuring a quality service to victims of crime

Job description

As part of the OCIC team, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.

Role specific responsibilities

- Provides support and direction to the Recoveries Officers to achieve the outcomes of the team, supporting the delivery of effective customer service.
- Plans, schedules, controls and supervises daily work activity, including staff performance, delegation of duties, development, induction and leave management.
- Provides high level and accurate advice, information and recommendations on complex recoveries matters to internal and external stakeholders, in a professional and trauma informed manner.
- Ensures difficult and complex enquires, cases and correspondence is resolved and financial payments are processed.
- Liaises with internal and external stakeholders, developing positive relationships. Ensures effective customer service and communication between management, judiciary, legal officers and staff.
- Prepares documents and investigates, researches and analyses information and cases providing statistics to the Coordinator Recoveries.
- Provides training, coaching and audits the work of the recoveries team ensuring compliance with relevant legislation, policy and practice.
- Contributes to the development of practice and procedure changes. Ensures compliance with relevant policies and procedures.
- Assists and provides support to the Coordinator Recoveries with financial, statistical, reporting and human resource management.
- Provides administrative, technological and system-based support to the managers in meetings.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to; understand the reasons for decisions made within the division and be able to explain how they are related to their work, identify issues that may impact on the achievement of goals and inform supervisor, utilise knowledge of the work environment to contribute to planning activities, draw information from a variety of sources and apply common sense to analyse what information is important/relevant are all important for this role.

Achieve Results

The ability to; reschedule and reorganise work to reflect changes in priorities, demonstrate knowledge of new programs, plans or services that are relevant to the position, maintains accurate records and files; and ensure that tasks are completed within allocated timeframes are all fundamental to this role.

Builds Productive Relationships

The capacity to; build and maintain relationships with senior management colleagues and clients, share information with stakeholders and seek input from others to inform team discussions, ensure that relevant/important information is shared where required, treat people with respect and courtesy and to act on constructive feedback are requirements for this role.

Exemplifies Personal Integrity and Self-Awareness

A commitment to; adhere to the Code of Conduct in all interactions, behave in a honest professional and ethical way, check and confirm the accuracy of all information prior to release, take responsibility for the completion of work and seek guidance where necessary, stay calm under pressure and not react personally to criticism, acknowledge mistakes and learn from them, meet agreed performance levels and seek and accept supervisor feedback and guidance are all important for this role. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

Communicates and Influences Effectively

An ability to; structure messages clearly and succinctly orally and in writing, gain a clear understanding of other comments by actively listening and asking questions to ensure understanding – checks that own views have been understood and able to discuss issues thoughtfully without becoming aggressive are requirements for this role.

Role Specific Criteria

- Good research skills enabling the review of information to produce reports and advice.
- Experience in interpreting and applying legislation, procedures and instructions.

Special requirements/equipment

Nil

Certification

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

Executive Director Magistrates Court and Specialist Jurisdictions

Signature: _____ Date: April 2026

HR certification date: April 2026