



# Job Description Form

## 022421 Business Services Manager

Western Australian Office of Crime Statistics and Research (WACSAR)

### Position details

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Classification Level: 6

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

Position Status: Permanent

Organisation Unit: Western Australian Office of Crime Statistics

Physical Location: Perth CBD

### Reporting relationships

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Responsible to: 020138 Executive Director Western Australian Office of Crime  
Statistics and Research – Level 9

**This position: 022421 Business Services Manager - Level 6**

Direct reports: 021178 Business Support Officer – Level 3

### Overview of the position

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The Western Australian Office of Crime Statistics and Research (WACSAR) is responsible for researching and analysing crime and criminal justice issues and trends in Western Australia. The Office interprets and critically evaluates justice data to inform policy and government decision-making and policy development. The Office also works in partnership with other relevant agencies and stakeholders to independently evaluate criminal justice policies, programs and initiatives. WACSAR routinely makes criminal justice statistics and other information available to the public via its website.

The Business Services Manager is responsible for providing high level corporate support to the Directorate and the Director WACSAR. The position is relied upon to provide a high level of leadership in planning, directing and coordinating activities within a Crime Statistics and Research environment, including, but not limited to, coordinating and assisting in the Directorates human, financial and physical resource requirements and establishing and maintaining effective resource management controls and reporting practices.

### Job description

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As part of the WACSAR directorate, 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.
- Facilitate cultural and management reforms within the Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

### **Role specific responsibilities**

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- Manages the delivery and coordination of human, financial and physical activities, ensuring the needs of the Directorate are met. Includes the assessment and quality assurance of correspondence directed to the Director for consideration.
- Leads the implementation of a business ethos within the Directorate and communicates effectively to ensure change is managed appropriately.
- Maintains documentation on Human Resource (HR) issues, including leave and professional development.
- Provides advice on HR policies and Public Sector practices to management and staff.
- Oversees the recruitment, selection, performance management, training and development of staff, and appropriate management of FTE resources within the Directorate.
- Maintains up to date knowledge of current standards and trends in business management and performance improvement processes.
- Plans, directs and manages the provision of strategic/corporate level executive and business support, service and guidance for the Directorate.
- Contributes to corporate and critical decision making for the Directorate by providing dependable information, recommendations and preparation of submissions and reports.
- Coordinates Directorate human and physical resource reports and initiatives.
- Analyses the Directorate's recurrent and capital financial activities and develops professional management controls.
- Ensures the continuous improvement of effective service delivery and compliance standards.
- Manages and undertakes projects on behalf of the Director.

- Undertakes research on matters affecting the effective operation and decision making of the Directorate.
- Briefs the Directorate on correspondence and issues submitted for consideration communicating key issues, strategic opportunities including associated risks.
- Ensures compliance with legislation and provides advice on issues impacting on the Divisions.
- Establishes processes and procedures and contributes to policy development and implementation.
- Liaises with key stakeholders on behalf of the Director and team members as required on matters relating to the strategic direction of the Directorate.
- Contributes to corporate reforms and the Directorate's reputation by monitoring key stakeholder relations and initiating effective and positive strategies where required.
- Develops and maintains networks with other business professionals.
- Provides a consultancy service to the Directorate for business process improvement matters.
- Coordinates the utilisation of systems to support business process improvements.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

### **Job related requirements**

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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 Department's objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals, scan the environment to monitor priorities and keep self and other stakeholders informed on critical factors and issues, think laterally, be innovative, identify and work collaboratively to overcome challenges and implement reform program initiatives are important for this role.

#### **Achieve Results**

The ability to; evaluate project/program performance, identify areas of improvement and initiate changes to ensure positive outcomes, deal positively with uncertainty and cope in a changing environment, able to determine appropriate actions despite a lack of clarity, a focus on quality, adherence to current procedures and managing projects to completion within a set timeframe are fundamental to this role.

#### **Builds Productive Relationships**

The capacity to network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, to actively listen to staff,

colleagues and stakeholders involved in the reform program and encourage engagement and contribution to the process is a requirement for this role.

### **Exemplifies Personal Integrity and Self-Awareness**

A demonstrated; high level of personal commitment to integrity, professionalism, probity and personal development; adherence to the Code of Conduct; ability to constructively challenge issues, discuss alternatives to progress issues, meet objectives, follow up to finalise work, maintain a positive outlook. Engage with risk by providing impartial and clear advice, constructively challenging issues and proposing solutions. Actively identifies potential risk issues and reports to management.

### **Communicates and Influences Effectively**

A demonstrated ability to present messages confidently and persuasively and to successfully listen, understand and adapt to a range of audiences is a requirement for this role.

### **Role Specific Criteria**

- Possession or evidence of progression towards tertiary qualifications in a Business Management discipline or demonstrated practical experience in a similar role.
- Demonstrated knowledge of the *Financial Management Act 2006*, the Public Sector financial and human resource management legislation, standards and policies.
- Extensive experience in analysing and reporting on financial activities (both capital and recurrent).

### **Special requirements/equipment**

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Nil

### **Certification**

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

Executive Director, Strategic Reform

Signature: \_\_\_\_\_ Date: 11 April 2023

HR certification date: May 2023