



Job Description Form

Our Purpose

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

Position Title

Manager Quality Assurance

Level

6

Position Number

33301
(Nominated)

Division/Directorate

Transperth Train Operations

Branch/Section

Security Services

Effective Date

April 2026

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Manager Security Services, Level 9

Subordinates: Senior Assurance Officer, Level 5
Quality Assurance Officer, Level 3

Key role of this position

- Leads the Security Services Branch's quality assurance team, ensuring incident reporting and operational practices meet appropriate standards and drive continuous improvement in security operations.
- Manages the Security Services Branch's Use of Force policies, procedures and review framework.
- Provides high level project support to the Branch's senior management team through research, development and implementation of initiatives to ensure a safe and secure environment for passengers/customers whilst they are on the rail reserve (i.e. train, station, car park etc).

Core duties and responsibilities

Management

- Manages and administers the quality assurance process for the Security Services Branch.
- Manages the 'Use of Force' policies and procedures.
- Secretariat for the Branch's Use of Force Committee.
- Oversees the currency of the Transit Officer Operations Manual including amendments.
- Reviews the Security Services Branch's systems, procedures and practices as necessary to facilitate a culture of continuous improvement and assists with the implementation of new systems, procedures and practices.

Reviews and Continuous Improvement

- Ensures reviews into Security Services incidents and practices are conducted in line with relevant legislation, policies and procedures.
- Liaises with, and provides assistance, to branch and other PTA stakeholders in relation to matters involving Use of Force.
- Monitors/reviews any issues that arise from reviews and use this information for continuous improvement purposes.
- Reviews all materials and procedures associated to the 'Use of Force' options and ensures that all actions taken are in accordance with the set policies, procedures, training and legislative requirements.

- Prepares reports and assembles evidence relating to post-incident reviews and advises the Senior Management Team in respect to action to be taken.
- Oversees the Branch's compliance strategy for Body Worn Camera use in security operations, and associated policy framework.
- Reviews and updates the Branch's quality management procedures in liaison with the Senior Management Team.

Projects

- Undertakes research projects and reviews on matters impacting the effective operations of the Branch as directed by the Manager Security Services.
- Reviews and updates the Branch's quality management procedures in liaison with the Senior Management Team.
- Represents the Manager Security Services at key stakeholder meetings as directed.
- Provides high level managerial and administrative support to the Manager Security Services as directed.

Other

- Carries out as required, such tasks and functions that are within the limits of the employee's skills, competence and training.

SELECTION CRITERIA

1. Core Competencies

- Substantial experience in quality assurance and continuous improvement reviews; particularly regarding use of force and critical incidents in a law enforcement or public safety environment.
- Possession of a qualification in relevant discipline.
- Demonstrated ability to interpret and apply relevant legislation, policies and procedures relating to security management.

2. Management and Leadership

- Highly developed leadership and management skills including;
 - The ability to motivate others to attain common goals.
 - The ability to make sound informed decisions and continuous improvement recommendations.

3. Communication and Interpersonal

- Highly developed communication skills (written, verbal and interpersonal), including a demonstrated ability to:
 - Build and maintain positive working relationships with a wide range of internal and external stakeholders.
 - Lead staff to work constructively in a team environment.
 - Negotiate effectively with stakeholders in a dynamic operational environment.
 - Review and develop policy and procedures for operational staff.

4. Conceptual, Analytical and Problem Solving

- Well-developed analytical skills including the demonstrated ability to:
 - Undertake complex projects and research, including quantitative and qualitative analysis to validate conclusions and recommendations.
 - Apply strategic thinking to develop appropriate plans to achieve designated outcomes and implement effective change management strategies.

5. 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.
- Subject to satisfactory integrity and criminal records checks.

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

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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