



Team Leader (Mailroom)

POSITION DESCRIPTION FORM

Region / Portfolio:

Assets and Governance

Position Description Number:

228053

Directorate / Command / District / Division:

Information Management

Level:

Level 3

Business/Work area:

Data Quality

Employment Conditions

Industrial Agreement/Award: Current PSA, PSCSAA and if applicable Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Perth

This position is exposed to sensitive or disturbing content.

Position Objective

Provides leadership and guidance to staff and ensures the provision of timely and effective mail services to all internal and external stakeholders. Contributes to the development and implementation of mail service policies and procedures, while also providing administrative support.

Role of Work Unit

Data Quality (DQ) is responsible for the management and integrity of entity information and the registration, safe custody and editing of transcription of recorded evidence. The business unit is also responsible for the efficient provision of mail services and the management of the incoming and outgoing mail.

The business unit liaises across the judicial sector in relation to data quality issues via interagency working groups with key government partners, with a view to improving information and system integration.

Reporting Relationships

This position reports to:

- Coordinator, Level 5

Direct reports to this position include:

- Records Officer, Level 1 x 2

Total number of positions under control: 2

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Key Accountabilities

1 Team Leader (60%)

- 1.1 Provides supervision and support to direct reports, facilitating an environment of customer focus.
- 1.2 Manages staff performance by communicating clear expectations, monitoring performance and providing ongoing feedback.
- 1.3 Undertakes the prioritisation and allocation of work, ensuring team members understand team objectives and follow established procedures.
- 1.4 Prepares, maintains and communicates information regarding rosters and attendance and participates in the selection and recruitment of staff.
- 1.5 Undertakes investigations and provides responses to non-routine enquiries and complaints, and provides advice in relation to complex matters.
- 1.6 Contributes to the development and maintenance of policies and procedures relating to mail and information services.
- 1.7 Liaises and consults with internal and external stakeholders on mail and information management matters and provides advice as a subject matter expert.
- 1.8 Identifies development and training needs of team members and implements strategies to develop capabilities and facilitate change.
- 1.9 Participates in and facilitates meetings in relation to team performance, mail services and information management related matters.
- 1.10 Participates in projects that contribute to the improved business performance of the unit.

2 Mail Services (35%)

- 2.1 Supervisors the delivery of mailroom activities in accordance with legislative and policy requirements and best practice standards in relation to mail and information management.
- 2.2 Administers services for the management of agency mail, including receiving, sorting and distributing incoming and outgoing mail, and maintaining records of received and sent mail, ensuring correct labelling and organisation of the mail room environment.
- 2.3 Oversees the scanning, risk assessment and threat identification of all mail in accordance with security protocols and identifies, inspects, isolates, and reports suspicious mail items, and coordinates lockdown and evacuation procedures when necessary.
- 2.4 Liaises and consults with internal and external stakeholders on mail service matters and provides advice as a subject matter expert.
- 2.5 Assesses requests for mail courier deliveries received from internal stakeholders, organises and facilitates courier deliveries and prepares mail for dispatch within required timeframes.
- 2.6 Monitors and reports on mail service processes and provides statistical information as required.
- 2.7 Maintains custody of audio-visual recordings in accordance with agreed protocols.

3 Other (5%)

- 3.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 3.2 Demonstrates and advocates a high level of ethics and integrity in accordance with the agency's professional standards and Code of Conduct including reporting wrongdoing.
- 3.3 Undertakes other duties as directed.

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Work Related Requirements

Essential

Context in which work related requirements will be applied and or general standard expected.

Supervision and team development skills	Leading and supervising a team to deliver effective mail services and meet objectives. Performance management, training, delegation and staff development.
Information management skills	Ensuring the quality and integrity of information is managed in accordance with relevant legislation and policies.
Interpersonal and communication skills	Liaising with stakeholders internally and externally on the provision of mail services and activities. Providing clear and concise information relating to performance expectations, processes and procedures. Preparing reports, memos and general correspondence
Analytical and conceptual skills	Conceptualising and analysing issues to provide advice and recommendations. Identifying opportunities for improved business processes. Capturing and analysing data and statistical information.
Organisational and planning skills	Allocating workloads and determining priorities to meet service demands and expectations. Time management and meeting deadlines

Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

Leadership Context

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.

The leadership context for this role is **Leading Others**.

Certification

These details are an accurate statement of the duties, responsibilities and other requirements of the position.

Position Title and Work Unit	Name	Date
Organisational Design Officer Organisational Design and Analysis	Pamela Soares	03/06/2026
A/Executive Manager Data Quality	Jody Cookson	03/06/2026