

<b>Position Title:</b>	Team Leader	<b>Classification Level:</b>	Level 4
<b>Position Number:</b>	Generic 64	<b>Location:</b>	Midland / Perth
<b>Reports To:</b>	Manager, Customer Service Level 6	<b>Positions Under Control:</b>	10
<b>Branch/Section:</b>	Titling Services	<b>Job Families/ Function:</b>	Operational Leader
<b>Business Unit:</b>	Registration Services	<b>Leadership Context:</b>	Leading Others - Knowledge Leader

## Business Area Overview

Titling Services delivers quality, timely and accurate information and services to customers and stakeholders, while registering and securing all land transactions in Western Australia within the State's Land Title Register for both private and State-owned land. The business unit provides customer service across multiple channels and sites and supports the Registrar and Commissioner of Titles to meet their statutory obligations and maintain the integrity of the Land Titles Register.

## Role Summary

The Team Leader is responsible for leading a team of Customer Service Offices and Senior Customer Service Officers who deliver services across multiple sites, channels and a diverse range of enquiries and transactions. Through coaching, support and day-to-day leadership, Team Leaders play a key role in developing team capability and maintaining high quality customer service outcomes in a dynamic and fast-paced environment. The role combines people leadership, operational coordination, technical guidance and customer issue resolution requiring the ability to balance competing priorities while supporting both team performance and customer experience.

## Responsibilities

- Provides leadership, management, development, coaching and support to a team of Customer Service Officers and Senior Customer Service Officers.
- Delivers technical support to the team, covering the functions performed by the team on an end-to-end basis, as well as triaged services, in the form of assisting with live research, interpreting and applying policies or procedures, resolving challenging customer interactions, and handling escalated interactions across multiple channels.
- Oversees, coordinates, and contributes to the development and maintenance of knowledge management platform materials, such as Work Instruction Guides, Knowledge Base Articles, templated or canned responses, and technical or process-based training material.
- Manages live customer traffic across multiple contact channels through coordinating team resources spread across multiple locations in response to highly variable customer traffic volumes. Manages multiple digital touchpoints representing external and internal customer contact, to maintain continuity of service and support all agency functions.
- Coordinates non-customer facing activities in line with customer traffic and corporate activity, to enable essential functions (e.g. 1-1s, team meetings, development activity) to be performed while maintaining continuity of service and engagement in corporate activity (e.g. Town Halls, seminars, events).
- Forecasts, builds and maintains operating rosters and schedules across multiple sites and customer channels.
- Forecasts training requirements to maintain the necessary capabilities across channels and query types based on current and anticipated future needs.
- Reports and analyses data related to customer activity, agent performance and process compliance.

- Provides direction and recommendation to Manager Customer Service for consideration of tactical action to address service delivery issues.
- End user administration functions for customer communication and workforce management platforms. This includes establishment and configuration of user roles, maintenance of queue flows, establishment of forecasting benchmarks, and development of architectural elements of these platforms to match platform functionality with team requirements.
- Maintains the security and accuracy of financial reconciliation activity, including the audit and maintenance of cash floats, and the collection and receipt of cash by an external provider on a weekly basis.
- Maintains close working relationships with counter parts across all teams with shared customer contact, on an operational basis.
- Actively participates in complaints management activities, specific to the research and identification of shortfalls in team members' actions, delivery of feedback and coaching to address issues, and response to complainants.
- Oversees, coordinates, and conducts technical compliance activity and quality assurance to ensure team members' adherence to current procedures, including record-keeping, data entry, and correct application of research findings. Reviews interaction details and records, and coordinates and delivers activity to remediate any errors.
- Actively participates in recruitment activity for the team, as required.
- Manages resource allocation and considers future changes that impact operational functionality, processes and workflows.
- Adheres to Work Health and Safety (WHS) policies and procedures that ensures the safety of staff and customers.
- Acts with integrity at all times, and contributes to a positive and inclusive team culture, working collaboratively and demonstrating behaviours aligned with Landgate's values and Code of Conduct.
- Performs other duties as directed.

## Essential Role Requirements

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### Expected Behaviours

Landgate has adopted the Public Sector [Leadership Expectations framework](#), and this role sits in the **Leading Others** context. Leadership in this first formal positional leadership context is about motivating and enabling others to deliver high quality work that contributes to the agency.

- **Lead collectively** – You continuously seek to understand and align your work with other business areas to support an area wide perspective.
- **Think through complexity** – You support your team or work group to take a solution focused approach, intervening only when necessary, with technical knowledge to ensure application of robust knowledge and customer orientation.
- **Dynamically sense the environment** – You adapt your approach to changes in the work environment that affect or may impact the ability of your team or work group to deliver outcomes.
- **Deliver on high leverage areas** – You drive high quality performance in your team or work area by setting clear and shared objectives.
- **Build capability** – You clarify your expectations of those in your team; monitor their performance; and support their growth and development through feedback, on the job training, coaching and other opportunities.
- **Embody the spirit of the public service** – You lead by example, promoting and role modelling behaviours and respect for others in all aspects of your work, thereby protecting your reputation and that of your team or work area, agency and the sector.
- **Lead adaptively** – You lead others through changes with strength and understanding, and support those who are challenged by change.

### Experience/Qualifications

- Demonstrated experience supporting or leading a team in a busy customer service environment, with a focus on delivering positive customer outcomes, maintaining service standards, and

contributing to team performance.

- Demonstrated experience supporting team capability through coaching, feedback, and knowledge sharing, with a sound understanding of relevant processes and procedures.
- Demonstrated experience contributing to day-to-day operational delivery in a fast-paced environment, including working with others to respond to changing demand and support consistent service delivery.
- High-level communication skills, with the ability to build positive working relationships, support an inclusive team culture, and apply policies and procedures to assist with resolving more complex enquiries and escalations.

## Desirable Role Requirements

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- Previous experience working effectively in call-centre environment

## Appointment Conditions

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- National Police Clearance

## Reporting Relationships

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<b>Reports to:</b>	
Manager Customer Service, Level 6	Other positions reporting to this position: Nil
<b>This position:</b>	
Team Leader, Level 4 (x4)	
	<b>Direct reports:</b>
	Senior Customer Service Officer, Level 3 (x7)
	Customer Service Officer, Level 2 (x3)
	<b>Indirect Reports:</b> Nil

## Certification

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

Position Title and Business Unit	Name	Date
P&C Advisor, People Culture and Environment	Hannah Duffy	12/06/2026
Manager Customer Service	Hayley Thomas	12/06/2026

**Effective Date:** 12 June 2026