

Position Title:	Supervisor	Classification Level:	Level 5
Position Number:	Generic 3	Location:	Midland
Reports To:	Manager	Positions Under Control:	14 – 16
Branch / Section:	Land Titles Operations	Job Families/ Function:	People & Organisational Leadership
Business Unit:	Titling Services	Leadership Context:	Leading Others – People 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

This position leads, mentors and supervises a team of technical staff within Titling Services to deliver accurate, timely and compliant services to customers. The role is responsible for overseeing day-to-day operational activities, including coordinating and monitoring workloads to support the achievement of performance indicators and customer service expectations. It promotes continuous improvement and innovation, while fostering a positive and supportive team environment. The position also builds and maintains effective internal and external stakeholder relationships to ensure customer expectations and business needs are met.

Responsibilities

- Manages, leads and supports a team of technical staff within the Titling Services business unit.
- Developing the team, building capability through coaching, mentoring and performance feedback
- Monitors, prioritises, controls and reports on team workflows and outputs on a daily, weekly and monthly basis.
- Coordinates team tasks and allocates work according to business unit priorities.
- Ensures outputs comply with relevant land related legislation.
- Establish, develop and maintain effective relationships with internal and external stakeholders.
- Address and respond to customer feedback and concerns within expected timeframes
- Acts as an escalation or referral point for complex or challenging customer issues including those relating to complicated land transactions and land information matters
- Actively participates in and contributes to, the development, management and application of relevant legislation, corporate policies, standards and procedures.
- Ensures the activities of the team are compliant and conducted in accordance with current policies, procedures and relevant legislation.
- Ensures the outputs of the team meet specified key performance indicators in relation to, plan audit, title creation, registration of interest and compliance/audit tasks.
- Validates the outputs of the team and ensures effective liaison and negotiation with relevant internal and external stakeholders on any issues.
- Manages resource allocation and considers future changes that impact operational functionality, processes and workflows.

- Supports innovation initiatives to improve business processes, systems, data, and team management; and contributes to business improvement strategies to change workplace practices in the team or branch.
- Addresses and manages conflict and behaviour that is inconsistent with Landgate values and the Code of Conduct.
- 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

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 understand how your work and that of your team contribute to achieving agency outcomes and fit in the sector.
- **Think through complexity** – You understand and respect the need for compliance to minimise risk in your work and ensure your team complies with the required policies, procedures and processes.
- **Dynamically sense the environment** – You communicate clearly and concisely to ensure a shared understanding.
- **Deliver on high leverage areas** – You model healthy work practices and encourage behaviours that foster a healthy culture.
- **Build capability** – You contribute to the development of those in your team or work area by understanding their current capabilities and striving to develop them further.
- **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

- A proven track record of leading technical teams to successfully deliver desired outcomes. This includes the ability to empower, influence and develop staff to ensure workloads are managed effectively in a fast paced and high-pressure environment.
- High-level communication skills and the proven ability to engage, motivate and influence teams and individuals.
- Demonstrated ability to build and maintain an excellent workplace culture which supports people, values and promotes individual and team growth.
- Proven ability to build and maintain productive working relationships with team members, colleagues and stakeholders to achieve desired business outcomes.

Desirable Role Requirements

- An awareness of the land information, land development and/or land registration systems in Western Australia.

Appointment Conditions

- National Police Clearance

Reporting Relationships

Reports to:	
Manager, Level 6 (x3)	Other positions reporting to this position:
	Senior Consultant, Level 5 (x5)
	Senior Data Capture Level 3 (x1)
This position:	
Supervisor, Level 5 (x3)	
	Direct reports:
	Land Titles Officer, Level 4 (x10-12)
	Examiner, Level 3 (x1)

Certification

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	04/06/2026
Director Land Titles Operations	Joanne Dorian	04/06/2026

Effective Date: 04 June 2026