

Position Title:	Manager Registrations	Classification Level:	Level 6
Position Number:	Generic 71	Location:	Midland
Reports To:	Director Land Titles Operations, Level 8	Positions Under Control:	7-9
Branch / Section:	Land Titles Operations	Job Family:	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

The Manager Titling Services leads people and technical leaders responsible for delivering statutory examination, registration and compliance activities that underpin the integrity of Western Australia's land titling systems. The role provides people and operational leadership across plan audit, title creation and registration of interests to achieve productivity, quality outcomes and legislative compliance. The position drives effective workforce management, quality oversight, performance monitoring and continuous improvement, enabling technical specialists to focus on their expert functions while ensuring services remain accurate, timely and customer-focused across all channels.

Responsibilities

- Manages a team of technical experts in the delivery of key operational and compliance activities associated with the land titling systems in Western Australia.
- Manages examination and registration duties as directed by the Commissioner of Titles and/or Registrar of Titles.
- Manages the production and management of digital data, plans and the relevant databases.
- Applies a collaborative approach to issue resolution and team management.
- Develops and maintains strategic partnerships across Landgate to ensure a high level of service is delivered to customers.
- Lead and be accountable for the effective management of assigned portfolios, including Workforce Planning and Development, Quality Assurance, and Performance and Operations, ensuring clear ownership, integration and delivery of outcomes
- Establish and oversee quality assurance frameworks to ensure services, decisions and outputs meet legislative, policy and procedural requirements
- Lead and support people leaders by setting clear expectations and embedding a culture of accountability, collaboration and continuous improvement.
- Acts as an escalation and coordination point for Ministerial and Parliamentary correspondence and other high-profile stakeholder matters relating to complex land transactions and land information issues.
- Coordinates and oversees the drafting and delivery of statutory notices, and the preparation of Notices to Staff and Customer Information Bulletins for distribution by or on behalf of the Commissioner of Titles or Registrar of Titles, ensuring appropriate review and endorsement by technical lead consultants where required.
- Participates and acts as a representative for the Registrar of Titles and/or Registrations management on various internal and external committees and working groups as required.
- Maintains accurate records and reports on operational performance to Titling Services senior

leadership.

- 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, demonstrates behaviours aligned with Landgate's code of ethics and works within relevant policies and procedures, contributing to the accountabilities of the team.
- Supports the Director by contributing to the delivery of strategic and operational priorities, translating direction into coordinated actions and outcomes across Titling Services
- 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 continuously seek to understand and align your work with other business areas to support an area wide perspective.
- **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 approach crucial conversations with consideration and confidence and discuss issues and problems thoughtfully.
- **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 are continually learning and adapting your personal style and approach to be effective in the changing work environment.

Experience/Qualifications

- Significant management and leadership experience, with proven ability to lead, develop, and motivate teams to achieve high performance, capability uplift and engagement within a regulatory environment.
- High-level communication and stakeholder management skills including the ability to build productive relationships and influence outcomes with a range of internal and external stakeholders.
- Demonstrated experience in planning, prioritising and delivering operational outcomes, including balancing competing priorities, managing risk, and aligning team activities to organisational objectives.
- Demonstrated experience in leading leaders, with a strong commitment to fostering a high-performing culture focused on professional growth.

Desirable Role Requirements

- Understanding of Land Titling and/or Land Administration processes.

Appointment Conditions

- National Police Clearance

Reporting Relationships

Reports to:	
Director Land Titles Operations, Level 8	Other positions reporting to this position:
	Manager Customer Service, Level 6
	Lead Consultant Registrations, Level 6
This position:	
Manager, Level 6 (x3)	
	Direct reports:
	Supervisor, Level 5 (x1)
	Senior Consultant, Level 5 (x6)
	Indirect Reports: 14-16

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	12/06/2026
Director, Land Titles Operations	Joanne Dorian	12/06/2026

Effective Date: 12 June 2026