



Position title Senior Coordinator – Reviews and Business Improvement		Position number 013535
Classification level Level 6	Award/Agreement PSA 1992 / PS CSA Agreement	Effective date August 2025
Division and Directorate Corrective Services Operational Support	Branch Assurance, Planning and Performance	Location Perth CBD

Mission	Principles	Values
<ul style="list-style-type: none"> A fair, just and safe community for all Western Australians 	<ul style="list-style-type: none"> High performing and professional Ethical and accountable Trained, safe and supported 	<ul style="list-style-type: none"> Respecting rights and diversity Fostering service excellence Being fair and reasonable

Reporting relationships

Responsible to:	014978	Level 7	Principal Risk Manager
This position:	013535	Level 6	Senior Coordinator – Reviews and Business Improvement
Direct reports:	Nil		

About this position

The Assurance, Planning and Performance Directorate is accountable for the Corrective Services Divisions' Planning, Performance, Governance and Assurance capabilities as a direct support to the Commissioner and Deputy Commissioners. The division assumes a pivotal role in implementing, managing and maintaining the Corrective Services strategic and business planning activities, performance framework and monitoring and risk management and quality governance and assurance support.

The Senior Coordinator, Reviews and Business Improvement is responsible for coordinating and processing a number of concurrent internal and external reviews and information requests across the division.

The position is the central point of contact for all information requests from internal and external reviewers and undertakes a range of complex development and implementation activities on operational frameworks and systems that will enable accurate and timely responses across the division.

The position will work collaboratively with senior members within the division to provide advice and guidance in relation to the implementation of review findings and identify opportunities for improvement through comprehensive analysis and lessons learnt.

Key deliverables – what this position involves

- Coordinates and updates the division on review schedules for internal and external reviews conducted by the Department's internal audit team and external statutory bodies such as Office of the Inspector of Custodial Services (OICS), Office of the Auditor General, Corruption and Crime Commission and the Ombudsman.
- Coordinates and manages information requests from internal and external reviewers in a timely and comprehensive manner.

- Undertakes a range of complex development and implementation activities on operational frameworks and systems, including templates and response guidelines in line with divisional policies, procedures and standards.
- Work collaboratively with senior members across the division to provide advice and guidance that will enable a coordinated, integrated approach aimed at delivering accurate and timely responses to review findings across the division.
- Manages the internal communication and coordination of feedback and strategic responses to draft reports and queries / information requests on behalf of Corrective Services.
- Coordinates and manages the preparation of final reports for submission to external statutory bodies in accordance with internal and external governance processes and agreed timelines.
- Provides reviews and analysis of divisional policy regarding responses to reviews and inspections as required.
- Provides analysis of the reviews, inspection programs and findings to identify lessons learnt and opportunities for improvement and reports to the divisional and department's strategic governance committees.
- Works collaboratively across the Governance and Assurance team to share learnings from the review to ensure related risks and assurance processes are captured.
- Demonstrate a commitment to adhere to the Department's Code of Conduct, Public Sector Commission's Ethical Foundations and Equal Employment Opportunity legislation.
- Demonstrates the expected behaviours of the context for this role.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Leadership expectations – our expectations of you

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.

For this role, you will be someone who exhibits behaviours and mindsets within the leadership context of [Leading Others](#).

Essential selection criteria – what you need to bring to this role	
1 Role specific requirements	<ul style="list-style-type: none"> • Knowledge and experience in coordinating reviews and business improvement activities in a large, complex, multi-disciplinary organisation. • Proven ability to work independently and to plan, prioritise, and organise workloads in order to deliver on agreed outcomes.
2 Lead collectively Seek and build key relationships, work together and focus on the greater good.	<ul style="list-style-type: none"> • Knows how their work and the work of others align to broader agency goals. • Manages their work priorities and those of others and outcomes. • Addresses team issues. • Monitors progression to ensure deliverables are met. • Builds and supports effective work relationships.
3 Think through complexity Think critically, work with ambiguity and uncertainty, assess solutions and	<ul style="list-style-type: none"> • Applies critical thinking techniques to develop a range of options. • Uses their knowledge and skills and those of others to refine options.

Essential selection criteria – what you need to bring to this role	
impacts, and take calculated risks.	<ul style="list-style-type: none"> • Is solutions focused. • Understands the need for compliance to minimise risk.
<p>4 Dynamically sense the environment Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.</p>	<ul style="list-style-type: none"> • Remains aware of evolving team needs. • Seeks input of others before acting. • Adapts style depending on situation.
<p>5 Deliver on high leverage areas Identify priorities, pursue objectives with tenacity and be resilient in the face of challenges.</p>	<ul style="list-style-type: none"> • Understands and can communicate the essential priorities. • Is able to identify and understand work area priorities and adjust as required. • Is able to monitor, adapt and ensure work priorities are incorporated into work activities. • Explores and seeks opportunities for innovation. • Scans the environment for possible obstacles and intervenes early to navigate setbacks.
<p>6 Build capability Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.</p>	<ul style="list-style-type: none"> • Accepts they contribute to the development of others in a team or work group. • Leads by example and supports others with growth and development. • Embraces and encourages diversity within the workplace. • Responsible for fostering a positive sector culture.
<p>7 Embody the spirit of public service Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.</p>	<ul style="list-style-type: none"> • Shows workplace actions embody the spirit of public services. • Demonstrates empathy, compassion, integrity, and humility. • Supports others to excel. • Assumes responsibility for supporting others to embrace the spirit of public service.
<p>8 Lead adaptively Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.</p>	<ul style="list-style-type: none"> • Continuously seeks opportunities to develop own knowledge, skills and expertise. • Recognises their impact on others and acts to model appropriate and suitable behaviours. • Seeks feedback from others to enhance personal effectiveness. • Embraces, leads and supports others through change. • Sources and seeks feedback from others to enhance leadership.
Desirable selection criteria	
<i>Not considered essential to perform the role but may contribute to the ability to undertake the role.</i>	

Essential selection criteria – what you need to bring to this role

9 Qualifications, knowledge and/or experience	<ul style="list-style-type: none">• N/A
------------------------------------------------------	-------------------------------------------------------

Special requirements, licenses, accreditations, and conditions

- Must be willing to work occasional extended hours and travel as required.

HR Certification

Upload date: 1 May 2026