



JOB DESCRIPTION FORM

SECTION 1 – OFFICE IDENTIFICATION

TITLE	MANAGER OPERATIONAL POLICY	DIRECTORATE	SERVICE DELIVERY
POSITION NUMBER	04002055	BRANCH	SERVICE DELIVERY CENTRAL
CLASSIFICATION	LEVEL 7	SECTION	OPERATIONAL POLICY UNIT
LOCATION	EAST PERTH	SALARIES AGREEMENT/AWARD	PSGOGA
REVIEWED BY	BRADY ROGERS	EFFECTIVE DATE	02/09/2014

SECTION 2 – REPORTING RELATIONSHIPS

TITLE	GENERAL MANAGER SERVICE DELIVERY	Other roles reporting directly to the Line Manager. Title and Classification Principal Project Officer Manager Business Performance Level 7 Manager Knowledge Management Level 7 Manager Relationships and Agreements Level 7 Manager Housing Transitions Level 7 Project Officer Level 6 Financial Analyst Level 6 Administrative Services Officer Level 4
CLASSIFICATION	LEVEL 8	
Responsible to		
TITLE	MANAGER SERVICE PLANNING	←
CLASSIFICATION	LEVEL 8	
Responsible to		
THIS ROLE		
Roles under <u>direct</u> responsibility		
Title	Classification	Number of FTE's
Various		

SECTION 3 – ROLE STATEMENT

Provides high level policy formulation and advice. Undertakes research and analysis to inform the development of housing service delivery strategies and policies to support strategic directions. Ensures the translation of strategic policy into operational policy processes and procedures.

SECTION 4 – STATEMENT OF DUTIES

Duty No.	
1.0	LEADERSHIP AND MANAGEMENT
1.1	Provides leadership and direction to achieve effective service delivery
1.2	Maintains and implements comprehensive workPlans for the branch
1.3	Supervises unit staff and manages their performance and professional development
1.4	Controls and coordinates the activities of the Operational Policy I Unit.
1.5	Takes lead role in the management of specific divisional related projects (as required)
2.0	POLICY DEVELOPMENT AND IMPLEMENTATION
2.1	Undertakes complex research and analysis to inform strategic and operational policy for the division
2.2	Coordinates and implements service delivery policy initiatives ensuring consistency with corporate objectives
2.3	Provides high level consultancy advice on research and policy and develops position papers as required
2.4	Responsible for development and implementation of substantive equality relating to Service Delivery
2.5	Contributes to high level policy formulation and advice, undertakes research and analysis in relation to the development of innovative policy initiatives.
2.6	Responsible for the development and review of supporting frameworks, documentation and tools to implement policies
2.7	Instigates the development of new operational directions and policies and reviews existing policies
2.8	Ensures the translation of strategic policy into operational processes and procedures
3.0	PRODUCTIVE RELATIONSHIPS
3.1	Form and maintain relationships with internal and external stakeholders including representing the department on a range of working groups and forums
3.2	Works effectively with Department of Housing staff to develop and drive organisational change in the area of policy, projects and service delivery
4.0	OTHER
4.1	Applies and promotes the principles of equity, diversity, occupational safety and health in the workplace and behaves and manages staff in accordance with relevant standards, values and policies
4.2	Performs other duties as directed

SECTION 5 – SELECTION CRITERIA

ESSENTIAL	<p>Demonstrated ability to lead and to provide operational direction to people to deliver outcomes in a climate of organisational change.</p> <p>Ability to coordinate projects and teams effectively and provide a clear sense of direction.</p> <p>Demonstrated ability to undertake research, identify appropriate strategy or policy options. Experience in translating strategy into operational deliverables and outcomes</p> <p>Demonstrated ability to think and plan strategically in order to develop creative solutions to multi dimensional problems</p> <p>Demonstrated ability to negotiate and influence effectively and use positive relationships with internal and external stakeholders to deliver outcomes on complex issues</p> <p>Highly developed communication skills with the ability to prepare concise high level written advice.</p>
DESIRABLE	<p>Relevant Tertiary Qualification</p> <p>Understanding of contemporary housing issues and trends</p>