



Position description

Manager, WA Seniors Card Centre

Position number:	107466
Classification:	Level 7
ANZSCO Code:	224999
Division/Directorate:	Community Building and Services
Section:	WA Seniors Card Centre
Work location:	Perth
Award/Agreement:	Public Service Award 1992 / Public Service and Government Officers General Agreement 2014
Effective date:	February 2017

About this position

With substantial experience and specialist program knowledge at an expert level this senior position will:

- Lead and manage the WA Seniors Card Centre.
- Design, lead and contribute to projects and activities required to deliver WA Seniors Card Centre and department outcomes.
- Identify improvement opportunities and issues affecting the program, developing and advocating for innovative, evidence based responses.
- Communicate and collaborate with other government jurisdictions, business partners and state agencies in order to develop or advocate for the program.
- Contribute as a member of the senior management team in the formulation, implementation and evaluation of departmental strategic and operational plans and performance.

Reporting relationships

This position reports to:		
Executive Director	24823	Class 2
Positions that report to this role:		
Coordinator Rebates	Level 5	
Coordinator Card Services	Level 5	
Coordinator, Seniors Card Business Engagement	Level 5	

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About the Department

“Making a Difference for Local Communities”

The Department of Local Government and Communities aims to achieve the best possible outcomes for Western Australian communities.

These community outcomes include strategic priorities to:

- Enrich the lives of children and families
- Strengthen parenting
- Encourage and support young people to engage in community life
- Identify and address the unique issues faced by women
- Recognise and support the valued contribution of carers
- Support volunteering in the community
- Encourage and support older people to live full and active lives
- Strengthen and support the local government and community service sectors
- Strengthen and support cultural diversity in communities

Our aims

- Innovative and integrated local solutions
- Improved service delivery, and
- Tangible outcomes for communities.

Our approach

We will achieve our vision through:

- Leadership and influence
- Collaboration
- Partnerships
- Facilitation
- Coordination
- Regulation
- Education
- Empowerment.

As an employee of the Western Australian Public Sector, all staff have specific obligations to the community of Western Australia and their colleagues. In addition to the prescribed industrial agreement, all staff are expected to:

- *adhere to the Public Sector Management Act (1994) and Regulations*
- *apply the guidelines and principles of the Western Australian Public Sector Code of Ethics and the Department of Local Government and Communities Code of Conduct;*
- *apply the relevant safety procedures and guidelines and equal opportunity principles in the performance of work; and*
- *adhere to the Department of Local Government and Communities’ policies and procedures.*

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Role of the Work Unit

The Seniors Card was introduced to Western Australia in 1988 as a business discount program, which has since been expanded to provide seniors with access to State Government concessions and rebates.

The WA Seniors Card Centre delivers the program, supports and provides information on the program to seniors, business partner discounts and State government agencies. The WA Seniors Card Centre also manages the Women's Information Service telephone line.

Positions within the WA Seniors Card Centre are responsible for the delivery of the program, with an emphasis on the customer services offered to seniors; the cultivation and management of relationships with business partners offering discounts and competitions; and engagement across government for the delivery of concessions and rebates.

Through well-developed processes, information delivery methodologies, as well as strong facilitation and collaboration staff contribute to the successful delivery of the WA Seniors Card program and related benefits.

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Duties of the position

This section outlines the results and outcomes required of an individual in this position.

This position manages the operational processes and resources required to deliver the Seniors Card program to Western Australian seniors.

1. Administration

- 1.1 Leads, manages and develops staff in accordance with departmental policies and compliance obligations.
- 1.2 Advocates for, initiates, leads and manages activities within the WA Seniors Card Centre with responsibility for all assigned resources and agreed deliverables.
- 1.3 Leads and manages WA Seniors Card Centre resources, projects and activities, developing and maintaining systems, policies and processes, ensuring outputs and performance meet required standards.
- 1.4 Develops innovative responses to operational WA Seniors Card Centre issues to meet program objectives and client satisfaction.
- 1.5 Contributes to and manages the strategic direction and continuous improvement of the WA Seniors Card program.

2. Research

- 2.1 Leads and manages research activities to develop evidence based responses and recommendations to support development, implementation and evaluation of WA Seniors Card Centre activities.
- 2.2 Leads research and analysis to provide an overarching understanding of the political framework and policy environment impacting the program.

3. Communications and Liaison

- 3.1 Communicates strategic direction and operational plans internally and externally, engaging with staff to ensure understanding and commitment to WA Seniors Card program outcomes.
- 3.2 Prepares reports, submissions, briefing notes, speeches and correspondence for use by the Minister and Executive Management.
- 3.3 Engages with a range of senior level stakeholders within government, industry, academia and community in order to communicate, collaborate, influence develop or advocate for the department's policy position.

4. Project Management

- 4.1 Designs, leads and manages complex projects and activities to achieve operational and strategic outcomes for the WA Seniors Card program.
- 4.2 Establishes strategic projects in consultation with key stakeholder groups and identifies significant anticipated impacts on program outcomes.
- 4.3 Uses expert project and program knowledge to establish, monitor and respond to WA Seniors Card program requirements, identifies and manages risks to delivery, capitalising on the knowledge and skills of others and identifying opportunities for continuous improvement.

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Selection Criteria / Work related requirements

Essential Pre-employment requirements: N/A

Criminal History Record Check: An acceptable National Police Certificate (police clearance), or equivalent, is an essential pre-employment requirement and must be obtained prior to commencement. Please note that a criminal record does not necessarily disqualify you for appointment. You will be given the opportunity to discuss the matter fully before a final decision is made.

Applicants should demonstrate their capacity to meet the following criteria, which should be read in conjunction with the specific responsibilities of this role. Unless otherwise advised, applicants are required to respond to the six core capability clusters using the elements of each capability cluster to inform their response.

Essential Selection Criteria

1. Shapes and Manages Strategy

- Inspires a sense of purpose and direction, with the ability to shape and influence activities in support of program and organisational goals and values.
- Investigates information from a variety sources, undertake critical analysis and forms logical and accurate strategies and aligns operational activities accordingly.
- Thoroughly understands cross-jurisdictional, whole of-government and department specific agendas, developments and issues, and apply this knowledge to achieve strategic alignment and operational outcomes.
- Contributes to the formulation, implementation and evaluation of departmental strategic and operational plans and performance.

2. Achieves Results

- Working with a high degree of independence and authority takes responsibility for achieving results within agreed resources, timelines and prescribed standards
- Anticipates and resolves potential issues, manages conflicts and risks, initiating change as required
- Develops and implements strategies, builds capability and establishes systems and processes to support organisational objectives
- Evaluates project or program activities for effectiveness, impact, cost and value for money

3. Builds Productive Relationships

- Identifies, initiates, builds and manages productive working relationships and partnerships with a network of key internal and external stakeholders, recognising shared agendas and working collaboratively to achieve program outcomes.
- Anticipates and is responsive to internal and external client needs.
- Identifies learning opportunities for staff and empowers them by delegating tasks, agreeing clear performance standards and providing timely praise and recognition.

4. Exemplifies Personal Integrity and Self-awareness

- Reflects on own behaviours and work style understanding the impact on others and on performance
- Demonstrates behaviour in accordance with the standards and principles set out in applicable codes of ethics/conduct and departmental standards, values and policies including reliability, managing personal behaviours and working cooperatively
- Demonstrates professionalism and probity displaying resilience in difficult circumstances
- Understands personal and professional competence and the impact of organisational change, adapting and undertaking improvement actions as required

5. Communicates and Influences Effectively

- Communicates confidently and selects the appropriate medium for conveying information to the audience's level of knowledge, skill and experience
- Negotiates with a strong grasp of the key issues, encourages debate and with the support of relevant stakeholders facilitates an agreed course of action
- Identifies and responds to the sensitivities and diversities of the target audience, adapting communications appropriately
- Presents, negotiates and influences confidently at senior levels and at a range of meetings or events
- Provides impartial and forthright advice, persists and displays resilience and challenges important issues constructively

6. Specialist Knowledge and Skills

- Demonstrated experience in managing a customer service focused operation with financial and human resource management, with changing agendas.

Allowances / Special Conditions

To be eligible to apply for appointment to permanent positions in the Western Australian Public Sector, you must be an Australian citizen or have permanent resident status in Australia. For temporary (fixed term or casual) positions, you must have documentary evidence of your entitlement to live and work in Australia for the period of the contract.

N/A

Certification

The details contained in the document are an accurate statement of the duties, responsibilities and other requirements of the job.

	Authorised Person 1		Authorised Person 2
Name		Name	
Signature		Signature	
Date		Date	