



A workers' compensation and injury management scheme that works for all

JOB DESCRIPTION FORM

BUSINESS SERVICES OFFICER

LEVEL 5 (02203887)

Key responsibilities

Provides high level business support to the Conciliation and Arbitration Services (CAS) Division.
Maintains systems for the management of information and administrative processes within the Division.
Coordinates the implementation of online services across the Division

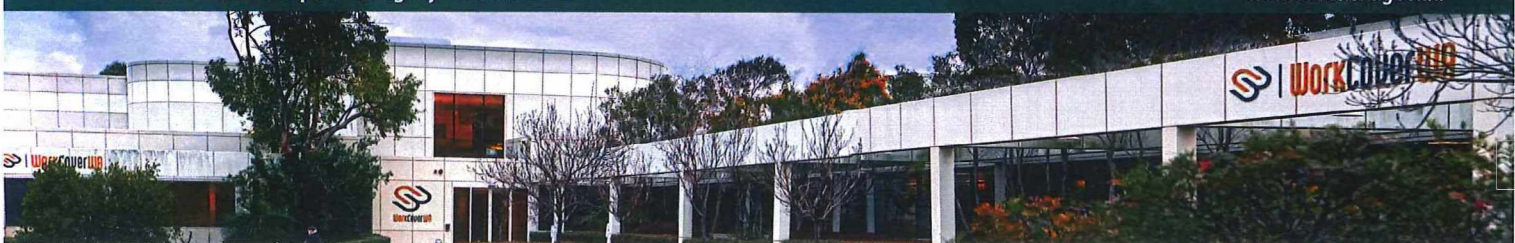
Statement of duties

Operational Support

- Supports the Division to ensure effective internal governance.
- Works with Senior Managers to review processes and systems to ensure they are efficient and effective.
- In collaboration with the General Manager provides operational support to the development of the divisional plan and the reporting of key performance indicators.
- Coordinates the review of divisional specific policies and procedures which support the Division's strategic objectives.
- Undertakes research, projects and business case development as directed.
- Coordinates responses to FOI applications, complaints and matters requiring legal input.
- Assists in the case management of uninsured or dependency claims as directed by the General Manager or Registrar.

Strategic Support

- Manages record keeping functions to ensure the Division is compliant with legislative requirements.
- Assists in the development of budgets and monitors performance against benchmarks and projected trends.
- Monitors the leave entitlements of divisional staff to ensure leave is cleared in accordance with WorkCover WA's leave management policy.
- Coordinates training and other support programs for staff to transition to new systems in liaison with the Human Resources branch.



- Contributes to the development, review and maintenance of duty statements and job descriptions to reflect role changes.

Other

- Contributes to WorkCover WA's strategic goals.
- Complies with the requirements of the Agency Code of Conduct and all relevant legislation including EEO, OSH and Records Management.
- Participates in the Performance and Development Agreement system.
- Performs other duties as directed.

Personal Characteristics

- Committed to a strong work ethic and self-improvement.
- Customer focused.
- Exhibits personal integrity and professionalism.
- Innovative.

Reporting relationships

Conciliation and Arbitration Services Division – Operations Organisational Chart



Selection criteria

Essential

1. Substantial experience providing administrative support at a senior level.
2. Highly developed communication skills, both verbal and written.
3. Highly developed interpersonal skills including an ability to establish and maintain collaborative and cooperative relationships with a broad range of stakeholders.
4. Highly developed organisational skills, including a demonstrated ability to meet objectives and deadlines.

Desirable

1. Knowledge of the *Workers' Compensation and Injury Management Act 1981 (WA)*

Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements as at 1 February 2019.



A/General Manager



A/Chief Executive Officer

