



Job Description

Position Title:	<i>Director Retail and Services</i>	Classification:	<i>Level 9</i>
Position Number:	<i>MIS17121</i>	Location:	<i>Perth</i>
Division/Group:	<i>Industry Regulation and Consumer Protection</i>	Supervises:	<i>5</i>
Branch/Section:	<i>Retail and Services</i>	Reports to:	<i>Executive Director Consumer Protection</i>

Operational Context

Within the Industry Regulation Group, the Retail and Services Directorate is responsible for directing community education, dispute conciliation, compliance and enforcement to effectively detect, deter and remedy improper practices relating to retail and service industries by the Consumer Protection Division.

Role Overview

The Director leads and directs the operations of the Retail and Services Directorate and provides the Executive Director and the Corporate Executive with advice on the operations of the Directorate. This role is also responsible for providing professional leadership by actively promoting strategies, policies and systems that provide for a strategic direction for the division. The Director is also responsible for overseeing matters relating to the Seniors Housing Advisory Centre and managing the media services on behalf of the Industry Regulation and Consumer Protection Group.

Role Responsibilities

(The following outlines the key responsibilities and duties related to this position)

- Leads and directs the operations of the Retail and Services Directorate to ensure outcomes identified in the Department's Strategic Plan and ongoing reform initiatives are achieved.
- Contributes to the ongoing strategic development and management of the Department ensuring the achievement and monitoring of the Department's objectives.
- Directs Consumer Protection's compliance and investigation program in relation to product safety, retail trading hours, automotive, marine and other retail and service industry related consumer protection law.
- Oversees matters relating to the regulation of incorporated associations, charities, limited partnerships and cooperatives.
- Ensures professional, ethical and timely investigation of suspected breaches of Consumer Protection law as it applies to relevant sectors in Western Australia.
- Ensures appropriate strategies are in place to improve enforcement and compliance activities, policies, procedures and services in relation to relevant industries in Western Australia.
- Ensures the development of policy and business processes which are responsive to amendments to relevant legislation and law enforcement practices.
- Directs complex investigations to determine compliance with legislative and regulatory requirements.
- Pursuant to statute, makes decisions or recommendations regarding the pursuit of prosecutions / disciplinary proceedings and other enforcement actions.
- Ensures preparation of high quality briefs of evidence to facilitate the conduct of appropriate cases before the State Administrative Tribunal (SAT) or other courts.
- Ensures compliance activities are conducted according to the principles of procedural fairness and decisions making is transparent..
- Where appropriate, works with the Consumer Protection legal unit, to seek remedies proportionate to the degree of harm caused, having regard to the public interest as well as cost/benefit implications.
- Develops innovative strategies that achieve positive outcomes in the conciliation of consumer disputes.
- Identifies and responds strategically to emerging trends in industry compliance.
- Performs statutory functions and exercises delegated powers in relation to relevant matters regulated by the Department.
- Develops and fosters relationships with key stakeholders to remain abreast of the latest developments in the legislative environment and industry and to improve industry participation.
- Formulates short to long-term strategic and operational plans and related outcomes and efficiently and effectively

allocate and use resources within the Division to achieve outcomes.

- Provides information and advice to stakeholders to raise awareness of legislative requirements.
- Engages with the media to inform the community of community of consumer protection issues.
- Contributes to the development and implementation of corporate policies and procedures including the achievement of Equal Employment Opportunity and Diversity outcomes.
- Ensures effective management of risks across all divisions and compliance with applicable laws, regulations, standards and 'best practice'.
- Represents the Department at a senior level on committees working groups or at other forums.

Corporate Responsibilities

(The following outlines departmental responsibilities)

- Responsible for the achievement of corporate objectives through effective management and by focusing a work group on stakeholder needs.
- Builds productive working relationships with community stakeholders to ensure effective community engagement, provide opportunities to input on policy and to facilitate agreement of mutually beneficial solutions.
- Provides effective leadership within corporate policies and procedures, acts with integrity and ensures staff demonstrate ethical behaviours aligned with the Department Code of Conduct.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the Occupational Safety and Health Act 1984.

What is required in this role?

(The following outlines what experience and qualifications are required to fulfil this role)

- Experience in directing a program of dispute conciliation, proactive compliance and reactive compliance to effectively detect, deter and remedy improper practices relating to retail and service industries.
- Demonstrated leadership and management experience to enable the achievements of agreed performance outcomes as identified in the Department's Strategic Plan.
- Superior stakeholder management communication skills and experience in engaging teams to drive organisational change.

Capabilities Required

(The following outlines the behaviours required to be demonstrated to perform this role)

Shapes and manages strategy

- Inspires a sense of purpose and direction.
- Focuses strategically.
- Harnesses information and opportunities.
- Shows judgement, intelligence and common sense.

Achieves results

- Builds organisational skill and responsiveness.
- Marshals professional expertise.
- Steers and implements change and deals with uncertainty.
- Delivers intended results.

Builds productive relationships

- Nurtures internal and external relationships.
- Facilitates cooperation and partnerships.
- Values individual differences and diversity.
- Guides, coaches and develops people.

Exemplifies personal integrity and self-awareness

- Demonstrates public service professionalism and probity.
- Engages with risk and shows personal courage.
- Commits to action.
- Display resilience.
- Demonstrate self awareness and a commitment to personal development.

Communicates and influences effectively

- Communicates clearly.
- Listens, understands and adapts to audience.
- Negotiates persuasively.

What are the Job reporting relationships?

This position reports to: Executive Director Consumer Protection

Supervisor Position No: MIS17118 Classification: CL1

Positions reporting to this Job:

Senior Regional Officer - (00017316)	L5
Senior Project Officer - (MIS17138)	L6
General Manager Automotive, Marine and Trading Hours - (00017321)	L8
General Manager Retail, Building and Services - (00017713)	L8
General Manager Strategic Development - (00016645)	L8

What are the pre-employment requirements for this Job?

- This position has been identified with a potential for Conflict of Interest
- National Police Clearance

Approved Date

27-FEB-2019