



# Senior Clerk

## POSITION DESCRIPTION FORM

**Region / Portfolio / Directorate:**

Specialist & Support Services

**District / Branch:**

Infringement Management & State Traffic Operations

**Work Unit:**

Various

**Position Description Number:**

Generic 94

**Rank / Level / Band:**

Level 2

### Employment Conditions

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Industrial Agreement/Award: Current PSA PSCSAA and Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Midland

### Position Objective

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Assists in the effective and efficient business operations of the Infringement Management & Operations (IMO) Branch by undertaking a range of clerical duties. Supports the administration and management of all infringements at IMO, including Traffic Infringements and Non Traffic Infringements. Provides assistance to team members within the Branch as required.

### Role of Work Unit

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Western Australia Police Force (WA Police Force) is the State's principal law enforcement agency, responsible for the largest police jurisdiction in the world and services a growing population. WA Police Force provides services to the community in maintaining public order; the protection of life and property; the prevention, detection and prosecution of crime; and the rendering of assistance to those in need.

This position is found in a number of work units across the Agency.

### Reporting Relationships

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This position reports to:

- Coordinator, Level 5, Team Leader, Level 3 or Operations Coordinator, Sergeant

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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## Key Accountabilities

### 1 Evidence (0-95%)

- 1.1 Maintains the chain of evidence by performing incoming downloads of digital camera incidents from the USB drives.
- 1.2 Retrieves any new updates for the USB drives and clears and old data ready for reuse.
- 1.3 Validates and verifies digital deployments within the system by scanning all new sheets and amended sheets for processing.
- 1.4 Updates digital incident deployment sheets into the system by scanning all new sheets and amended sheets for processing.
- 1.5 Assists in the process of court elected infringements by compiling photographic images for the camera operators.
- 1.6 Refers problem digital camera deployments to compliance area and records data onto a spreadsheet.
- 1.7 Documents all district office deployment sheets and USB drives upon arrival at IMO.
- 1.8 Arranges for the return of district USB drives via courier.

### 2 Enquiry/Investigation (0-95%)

- 2.1 Investigates on the spot investigation/adjudication matters, 'held' incidents, complaints and other Infringement related matters requiring follow up and response and makes recommendations to proceed with relevant action.
- 2.2 Communications (verbally and in writing) with alleged offenders and persons of interest in order to gather evidence in accordance with legislative and prosecutorial requirements.
- 2.3 Attends to more complex matters referred or unable to be resolved by counter/telephone enquiry officers and police officers.
- 2.4 Coaches, assists and mentors less experienced officers within the team.
- 2.5 Investigates and resolves complex payment enquiries and reconciliations, requiring follow up responses and/or recommendations.

### 3 Brief Processing (0-95%)

- 3.1 Oversees police staff and ensures workflow and key performance indicators are maintained in accordance with performance management policy.
- 3.2 Prepares adjournments for Court hearings.
- 3.3 Prepares and issues summonses for Police and civilian witnesses.
- 3.4 Arranges follow up action on all Court hearing briefs.
- 3.5 Liaises with Police Officers, Prosecuting staff, private solicitors and members of the public on Brief inquiries and adjournments.
- 3.6 Attends to correspondence received from members of the public, solicitors and Police Officers.
- 3.7 Submits statistical reports to the Supervisor, Prosecutions or the Administrative Officer as required.
- 3.8 Maintains stamp advance.
- 3.9 Attends Court and provides evidence at Court hearings.

### 4 Mail Distribution (0-95%)

- 4.1 Assesses and scans incoming correspondence and documents, searches to ascertain whether an existing match exists in the relevant system and where appropriate, attaches to the infringement to ensure matters progress accordingly. Assigns to relevant area where appropriate.
- 4.2 Ensures that correspondence details are correctly reflected in the databases and updates the system including assigning an appropriate action/status against the work item where required.
- 4.3 Using the workflow functionality within each database, distributes work items to relevant work queues.
- 4.4 Monitors queues and highlights problems/issues to relevant areas, where appropriate.

### 5 Other (5%)

- 5.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 5.2 Undertakes other duties as directed.

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## Work Related Requirements

### Essential

Communication skills

### Context in which work related requirements will be applied and or general standard expected.

Providing effective, efficient and timely information to a range of individuals, including internal and external stakeholders. Preparing general correspondence, reports and memos.

Problem solving skills

Ensuring infringement matters are processed and progressed correctly. Verifying accuracy of information and undertaking remedial action in line with quality control guidelines and procedures.

Supervisory skills

Performing tasks as instructed by Supervisor, time management, assisting and encouraging team members to achieve team goals. Mentoring, coaching and supporting team members.

Organisational skills

Monitoring relevant work items, prioritising and completing work accordingly and meeting deadlines. Working with limited supervision whilst consistently achieving the Key Performance Indicators (KPI's) set out in the Performance Management policy.

### Desirable

Knowledge of the legislation, regulations, policies and procedures that impact upon the processing of infringements.

*Road Traffic Act 1974, Road Traffic Code 2000, Fines, Penalties and Infringement Notices Enforcement Act 1994, Justices Act 1902, Vehicle Standards Regulations 2002, Evidence Act 1906, Criminal Procedure Act 2004, WA Police Force Manuals.*

## Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

## Certification

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

Position Title and Work Unit	Name	Date
Workforce Reporting Officer Organisational Design & Analysis	Amber Raisbeck	12/03/2020
Executive Manager Infringement Management & Operations	Tracy Pes	20/03/2020