



Information and Engagement Officer - Level 3 (MIS21135)

Group:	Industry Regulation and Consumer Protection	Location:	Perth
Division/Directorate:	Retail and Services	Supervises:	0
Branch:	Retail and Services	Reports to:	Director Retail and Services
Section:	NA		

Operational Context

Within the Industry Regulation and Consumer Protection 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

This position is part of the Aboriginal Employment Program (AEP) and is aligned with our Aboriginal Employment Strategy and Reconciliation Action Plan (RAP). This program is a diversity initiative to increase the workforce representation of Aboriginal and Torres Strait Islander people at DMIRS. This position assists in the engagement with the Aboriginal Community to develop, produce and implement educational and informational projects for external audiences to improve consumer protection outcomes for the Western Australian Aboriginal communities.

Role Responsibilities

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

- Plan and coordinate events, launches, functions and displays and present where required.
- Assist in the development, production and maintenance of publications and promotional material, ensuring accuracy and relevance of information published.
- Contribute to the development of the organisation's internal policies, strategic and business plans.
- Collate data in order to analyse information requested and to implement strategies for promotion of these topics of education.
- Attend public and industry meetings, conferences and workshops and provides administrative services as required.
- Provide stakeholders with advice as to the general role and function of the Department and matters pertaining to the Division.

Corporate Responsibilities

(The following outlines departmental responsibilities)

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Performs other duties as directed.
- 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.

Role specific requirements

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

- Confirmation of Aboriginality.
 - Ability to understand and interpret legislation.
 - Ability to communicate information to a diverse audience both verbally and in writing.
 - Demonstrated competency using mainstream computer software and the ability to use a range of software packages.
 - Demonstrated research, analytical and problem solving skills.
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Capabilities Required

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

- Meets objectives, follows up to ensure work is finalised.
 - Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service.
 - Adheres to the Code of Conduct, acts with integrity and behaves in an honest, professional and ethical way.
 - Checks and confirms accuracy of information prior to release.
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This position reports to:

Director Retail and Services

Position No: MIS17121 Classification: L9

Positions reporting to this Role:

This position has no direct reports

Position Conditions:

(The following outlines pre-employment assessments and ongoing conditions and requirements)

- National Police Check
- C or C-A Drivers Licence or Independent Travel Capability

Approved Date

01-NOV-2021