



**Government of Western Australia
the Registrar,
Western Australian Industrial Relations Commission**

Position Title: Level 2	Registry Services Officer	Classification:
Position Number:	Generic	Location: Perth CBD
Supervises:	Nil	
Branch/Section:	Registry Services	
Reports to:	Registry Services Team Leader	

About the Department and Western Australian Industrial Relations Commission

The Department is established under the *Public Sector Management Act 1994 (WA)* and is responsible to the Minister for Industrial Relations. The Department's primary purpose is to facilitate:

- the administration of the *Industrial Relations Act 1979 (WA)* (the IR Act); and
- the operations of the Western Australian Industrial Relations Commission (WAIRC); and
- the Industrial Magistrates Court of Western Australia (IMC).

Our Purpose

The Department provides the WAIRC and the IMC with the physical and virtual infrastructure, human resource functions, administrative resources and financial resources, integral to support its functions, as detailed in the IR Act. The WAIRC's other jurisdictions of the Occupational Safety and Health Tribunal, the Road Freight Transport Industry Tribunal and other constituent authorities are supported likewise.

The Department also provides the administrative support necessary for the lodgement of appeals to the Western Australian Industrial Appeal Court (IAC).

In terms of the broader community, the Department provides the infrastructure, administration, advice and support services that enable the general community, Unions, Employer Associations and Government agencies, to make applications to the WAIRC, IMC and IAC. The Department also supports the statutory functions of the Registrar in registering and monitoring compliance of registered organisations with respect to the obligations and requirements under the IR Act.

Our Vision

To provide the government, industrial relations practitioners and the community with 24/7 high-calibre, contemporary services and support for all interactions in the Western Australian industrial relations jurisdictions.

Our Values

Excellence in Customer Service

We provide a professional, effective and timely service to internal and external customers.

Innovation and Continuous Improvement

We actively explore opportunities to enhance service delivery.

Accountability and Integrity

We are honest, open and accountable for our decisions and actions.

Respect and Inclusiveness

We believe in the equality of all people and treat everyone accordingly.

We value diversity and respect others.

Cooperation and Team Spirit

We collaborate and work together to achieve organisational objectives.

Our Strategic Objectives

- To deliver a service-orientated culture
 - To enhance professionalism and engagement of the workforce
 - To be innovative and responsive
 - To ensure good governance principles underpin our operations
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Organisational Context

Registry provides administrative support functions to assist the Western Australian Industrial Relations Commission (WAIRC), Industrial Magistrates Court of Western Australia (IMC) and the Western Australian Industrial Appeal Court (IAC) in meeting legislative requirements.

Role Overview

Provides an administrative support service to the Western Australian Industrial Relations Commission, the Industrial Magistrates Court and the Industrial Appeal Court. Works as a team member to review and process applications and documents filed or lodged in the Registries. Provides vital information and triage assistance to the public on Commission and Court practices and procedures, and general industrial relations matters. May be required to participate in job rotation at equivalent level for continued development.

Role Responsibilities

Registry Services Officers operate within a multi-disciplined environment with their functions being comprised of a range of daily and rostered duties. The main duties include, but are not limited to:

- Providing information and assistance on Commission and Court practices and procedures for the following jurisdictions:
 - Western Australian Industrial Relations Commission (WAIRC);
 - Industrial Magistrates Court (IMC); and
 - Industrial Appeal Court (IAC).
- Receiving and examining applications and other documents filed in the Registries of the WAIRC, IMC and the IAC, in accordance with the *Industrial Relations Act 1979 (WA)* and other related legislation.
- Addressing email, telephone, and counter customer enquiries and refer where appropriate.
- Dealing with WAIRC, IMC and IAC correspondence, including emails and complex court and Commission documentation.
- Maintaining all records and information on the required databases.
- Maintaining statistics and other information for continuous improvement, planning and reporting purposes.
- Providing administrative and other support services as directed.
- Performing functions of the Agent for the Collector of Public Monies.
- Assisting with general records and mail functions and performs other administrative duties as directed.
- Processing transcript where required, including arranging for the viewing or purchasing by customers.

Corporate Responsibilities

- Adheres to the Values, Code of Conduct, the Public Sector Code of Ethics and all departmental Policies.
- Actively participates in the Department's Performance Development Program (PDP).
- Promotes equal opportunity, diversity and occupational health and safety in the workplace.
- Performs other roles/tasks as directed.

Position Criteria

Essential:

1. Good communication and interpersonal skills.
2. High level of attention to detail, particularly with spelling and grammar.
3. Demonstrated ability to work effectively in a team environment.
4. Ability to quickly learn new tasks, solve problems and multi-task in a busy environment.
5. Demonstrated organisation and time management skills with an ability to prioritise tasks.
6. Demonstrated experience working effectively and confidently in a customer service environment with a diverse range of people.
7. Demonstrated computer and keyboard skills with an understanding of databases.

Desirable:

1. Knowledge of the Western Australian industrial relations system.
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Pre-employment requirements:

- 6-month probation period
 - Provision of 100 points identification
 - To be eligible for permanent appointment you must have Australian citizenship or have permanent residency status in Australia.
 - To be eligible for a fixed term appointment you must have documentary evidence of your entitlement to live and work in Australia for the period of the contract.
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BRANCH/DIVISION HEAD

SIGNATURE

DATE

CHIEF EXECUTIVE OFFICER

SIGNATURE

DATE

