



Job Description Form (JDF)

Position details

Position title:	Senior Client Services Officer
Position number:	70220117
Classification:	Level 4
Physical location:	Northam
Award:	PSA 1992
Agreement:	PSCSAA 2021
Pillar:	Primary Industries Development
Directorate:	Farming Systems Innovation
Branch:	Regional Intelligence and Adoption

Reporting relationships

This position

Reports to:	Manager (70190506), Specified Calling Level 4
Direct reports:	Nil

Role summary

Contributes to the efficient delivery of services by providing operational support services consistent with corporate requirements. Ensures high quality client services are provided across projects, strategies and initiatives. Team leader to regional administration and customer service officers within the Primary Industries Development pillar.

About us

The Department of Primary Industries and Regional Development's (DPIRD) role is to ensure that primary industries and regions are key contributors to the Government's agenda for economic growth and diversification, job creation, strong communities and better places. Our goals are to:

- **Protect:** to manage and provide for sustainable use of our natural resources and soils, and to protect Western Australia's brand and reputation as a reliable producer of premium, clean and safe food, products and services.
- **Grow:** to enable the primary industries sector and regions to increase international competitiveness, grow in value and social amenity and become a key pillar of the State's economy.
- **Innovate:** to support a culture of scientific enquiry, innovation and adaptation across primary industries and regions to boost industry transformation, economic growth and employment.

Our values

Our values are critical in creating a healthy and dynamic culture that helps each and all of us to make our best contribution, to develop a workplace where we feel excited about our work and results and where other people will increasingly want to join our team. Our values underpin how we operate:

- We value **relationships** - Our relationships with our clients, colleagues and stakeholders are at the heart of everything we do
- We are **resilient** - We recover from setbacks, embracing and adapting to change because we have a clear focus on the big picture and long term impact
- We are **responsive** - We understand the needs of our clients, colleagues and stakeholders and add value by tailoring our solutions accordingly
- We focus on **results** - We strive to develop and provide excellent services that delivers meaningful results to the community we serve.

Key responsibilities

The key responsibilities of the role include, but are not limited to, the following:

Administration and Business Support

- Leads the quality and efficiency of operations and delivery of workflow and office systems and processes for regional locations.
- Coordinates and ensures responsive, relevant quality customer services, at regional locations including sourcing 'external' customer service support as appropriate.
- Coordinates and develops continuous improvement in processes and systems and supports their implementation by providing advice, direction and training as required.
- Provides support to managers and administration / customer service staff across assigned locations.
- Provides advice and assistance to staff on policies, processes, procedures and systems.
- Supervises and supports the daily operations of the local team, ensuring the timely and accurate processing of all administrative requirements for delivery of 'local' functional and work area based operational services consistent with corporate requirements.
- Coordinates transactional human resources, asset management and financial processes in conjunction with relevant staff.

- Assists in the development, implementation, management and continuous improvement of processes, practices and protocols, reporting and business plans that comply with organisational and government standards. Monitors and reports on office corporate compliance, accountability and performance.
- Other duties as required.

Work related requirements

In the context of the role:

Essential criteria

Role specific

1. Demonstrated knowledge and experience in the coordination and provision of business and administration support in finance, human resources and asset management with a customer service focus and demonstrated ability to lead a team.

Core capabilities

2. *Build effective relationships:* Well-developed written, verbal, interpersonal and negotiation skills with the ability to liaise with both internal and external stakeholders.
3. *Challenge for Innovation:* Demonstrated ability to develop or suggest practical and innovative solutions to problems.
4. *Think strategically:* Well-developed research, analytical and problem solving skills.
5. *Deliver in a changing environment:* Demonstrated ability to prioritise tasks and organise workload to meet targets and deliverables.
6. *Lead and empower:* Demonstrated ability to work autonomously, collaboratively and productively as a member of a team.

Special requirements/equipment

- An acceptable National Police Certificate (police clearance) is required. If not currently held, must be acquired prior to commencement at applicant's expense.
- Occasional travel to and from metropolitan and regional offices may be required.
- Intrastate and/or interstate travel may be required.
- A current and valid Western Australian C (car) class driver's licence, or equivalent is required (if not currently held, must be acquired prior to commencement at applicant's expense).
- The contract of employment specifies terms and conditions relating to this position.

Certification

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

Delegated authority

Endorsed by: Carl Binning

Position title: Deputy Director General, Primary Industries Development

Endorsement Date: 6 May 2022