



Senior Tenancy Bonds Officer - Level 2 (MIS22219)

Group:	Industry Regulation and Consumer Protection	Location:	Perth
Division/Directorate:	Property Industries	Supervises:	0
Branch:	Bonds Administration	Reports to:	Tenancy Bonds Team Leader
Section:	NA		

Operational Context

Within the Consumer Protection Division the Property Industries Directorate is responsible for directing a programme of dispute conciliation, proactive compliance and reactive compliance to effectively detect, deter and remedy improper practices relating to property industries regulated by the Consumer Protection Division of the Department Mines, Industry Regulation and Safety.

Role Overview

The Senior Tenancy Bonds Officer is responsible for undertaking the full range of activities required for processing bonds transactions, and also for approving transactions processed by other officers.

Role Responsibilities

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

- Process bonds transactions in accordance with relevant legislation, policies and procedures.
- Perform quality assurance checks on the Tenancy Bonds Officers activities to ensure compliance with branch procedure and work practices.
- Ensure that information in the Bonds Management System is accurate and up-to-date.
- Contribute to review of procedures and work practices with a view to continuous improvement of service delivery.
- Provide information to clients to enable them to comply with relevant legislation and seek outstanding information when required.
- Assist in coaching and mentoring team members.

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 applicable work health and safety laws.

Role specific requirements

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

- Ability to use computer systems to undertake a range of administrative duties with an attention to detail.
- Demonstrated experience in identifying and finding solutions with a focus on continuous improvements to administrative problems.
- Demonstrate good communication and interpersonal skills to a diverse audience using a variety of mediums.

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 and behaves in an honest, professional and ethical way.
- Checks and confirms accuracy of information prior to release.

This position reports to:

Tenancy Bonds Team Leader
Position No: 00000117 Classification: L3

Positions reporting to this Role:

This position has no direct reports

Position Conditions:

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

- The holder of this position exercises delegated statutory powers
- National Police Check

Approved Date

26-OCT-2022