



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

**Position Title:** Research and Information Officer

**Classification:** Level 3

**Position No:** 00083226

**Location:** Perth CBD

**Supervises:** Nil

**Branch/Section:** Information Services

**Reports to:** Level 5 Information Services Manager

---

### ***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 lodgment 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
- 

## **Role Overview**

The Research and Information Officer provides quality research and information services to Commissioners, the Registrar, Officers of the Commission and departmental employees. In addition, the position maintains a research database and assists in the maintenance of the industrial relations library and information collections.

---

## **Role Responsibilities**

### **Research and Information**

- Independently undertakes research, including the preparation of reports and memorandums, and other related research requests for Commissioners, Industrial Magistrates, the Registrar and departmental staff.
- Coordinates the development of a department-wide research database and is responsible for its ongoing management.
- Provides a range of information and knowledge services including: a media monitoring service, journal reviews, newsletters and trade publication reviews, preparing current awareness bulletins, and compiling industrial reports pertinent to Commission decision making.
- Proactively translates information sources into relevant reports for the WAIRC and Registrar by monitoring legislation amendments and judicial decisions:
- Proactively liaises with internal stakeholders and clarifies research requests and confirms expected outcomes.
- Assists in the maintenance of the industrial relations library and legislative collection including administration related to the acquisition, description and access to print and electronic resources.
- Provides support and assistance to the FOI Coordinator and assists with assessing, evaluating and processing FOI applications when requested.

- Provides in-house training and mentors departmental employees in research best practice.
- Provides support and assistance with the training and induction of employees as part of the Department's information management training program.
- Assists supporting the Chambers with decision summaries on an ad-hoc basis when required.

#### **Continuous Improvement and Development**

- Identifies opportunities to continually improve Information Services and contributes to the development and implementation of continuous improvement strategies to enhance information and knowledge management practices across the Department.
- Maintains awareness of information and knowledge management developments and keeps abreast of issues relevant to industrial relations.

#### **Team and Stakeholder Engagement**

- Proactively engages with staff and other stakeholders to build effective working relationships and promote awareness of the current industrial relations environment, trends and developments.
- Participates constructively and positively within the team to achieve tasks and assist other team members as required.

#### **Other**

- Undertakes relevant project work and contributes to other projects as required.
- Provides support and assistance to other Information Services core activities eg Information/Records Management, to ensure business continuity.

#### **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. Demonstrated experience in undertaking complex research and the capacity to identify and use appropriate sources of information.
2. Demonstrated ability to use initiative in the provision of valuable and timely information to meet the needs of individual stakeholders.
3. Proficiency with information technology, including demonstrated online database research skills.
4. Sound knowledge and understanding of information management practices.
5. Good communication and interpersonal skills, including the ability to liaise effectively with all Department employees and contribute positively to the team.
6. Demonstrated ability to work independently to agreed standards with minimal supervision.

##### **Desirable:**

1. Achievement of, or significant progress towards a relevant tertiary qualification

#### **Pre-employment requirements:**

- 6-month probation period
- Provision of 100 points identification including evidence of entitlement to live and work indefinitely in Australia, for permanent appointments or temporary visa with entitlement to work, for duration of fixed term contract.
- Successful Criminal Record Screening clearance.

---

**BRANCH/DIVISION HEAD**

SIGNATURE



DATE

12 April 2023

**CHIEF EXECUTIVE OFFICER**

SIGNATURE



DATE

12 April 2023