Job Description Form – General Manager Cross-Sector Triage and Concierge

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| **Position number:** | 16397 | **Classification:** | Level 8 |
| **Division:** | Management & Coordination | **Branch/section:** | Regulatory Reform |
| **Reports to:** | Executive Director, Regulatory Reform | **Direct reports:** | 4 |

About the Department

The Department of Local Government Sport and Cultural Industries (DLGSC) acknowledges the Aboriginal people throughout Western Australia as the Traditional Owners and Custodians of the lands, waters, and communities in which we operate. We pay our respects to all Aboriginal people and their cultures, and to Elders past and present.

We’re a very diverse agency that contributes to a better Western Australian community through, among other things, providing opportunities for everyone to engage in a range of sporting, recreational, cultural, and artistic programs and activities.

Staff in our department work across the areas of local government, sport and recreation, culture and the arts, racing, gaming and liquor, multicultural interests, specialist Aboriginal projects and engagement, regulatory reform, infrastructure and state records.

Our work touches on amazing projects like development of the new Aboriginal Cultural Centre, delivery of major international sporting events and helping people stay safe while enjoying a night out in our Protected Entertainment Precincts.

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| Mission | Vision | Values |
| To lead the public sector in community – focused delivery with a high performing organisation and thriving workforce. | Western Australia is celebrated as the best place to live in Australia. | Respectful  Accountable  Responsive  Open-minded  Integrity |

Context

The State Government has committed to substantial reforms across the DLGSC regulatory portfolios, to prioritise and support significant proposals through assessment processes and provide a single point of contact for industry.

The Regulatory Reform branch is responsible for coordinating and implementing DLGSC reforms to make it easier to do business in Western Australia, without compromising the regulatory controls.

Position purpose

The General Manager Cross Sector Triage/Concierge is responsible for developing and delivering DLGSC’s Cross-Sector Triage model and concierge service.

The Cross-Sector Triage/Concierge team provides a customer service focussed, single point of contact case management, responsible for supporting applicants through DLGSC regulatory approval processes across DLGSC regulatory portfolios.

As a leader, the General Manager Cross-Sector Triage/Concierge will build, lead, and manage a team to:

* provide timely update and advice on assessments and approvals in DLGSC regulatory approvals, while ensuring the transparency and visibility of the project status. This role will also lead and support the development and improving of assessment processes and streamline existing approval pathways.
* provide advice on the policy direction and on Government policy and prioritisations related to streamlining DLGSC regulatory portfolios.

This role will also provide strategic leadership to identify, develop, implement, and evaluate initiatives to optimise efficiency and improve effectiveness within assessment processes and existing approval pathways.

The role will lead and build a team that values communication, relationship building, collaboration and customer service and will demonstrate highly developed relationship management skills and proven ability to consult, collaborate, influence, negotiate and manage conflict with a diverse range of stakeholders to gain mutual commitment and achieve sustainable outcomes.

The General Manager Cross-Sector Triage/Concierge will coordinate internal reporting requirements for DLGSC as well as work together with the Office of Coordinator General (JTSI) to support the system and platform for collaborative reporting and communication, and maintain data relating to the timeliness of all assessments for DLGSC approvals, including recording proponent feedback and learnings.

Responsibilities

1. Leads a team in the review and analysis of technical information, data reporting and continuous improvement on the DLGSC approvals processes.
2. Work with the licensing and compliance teams to apply expertise and knowledge of legislation, policy, and regulation in the context of DLGSC regulatory functions.
3. Lead and provide strategic direction in the development, implementation and evaluation of policy and guidance.
4. Operate across the legislative, policy and political environments, to ensure strategic alignment of policy outcomes.
5. Relationship management - to consult, collaborate, influence, negotiate and manage conflict with a diverse range of stakeholders to gain mutual commitment and achieve sustainable outcomes.
6. Challenges processes and practices to foster an environment that mitigates risks, is integrity driven and encourages innovation and change for intelligent improvement.
7. Maintain data relating to the timeliness of all assessments for their agency (significant projects) including recording proponent feedback and learnings. Coordinate reporting requirements for DLGSC internally and for inter-agency requests.
8. Maintain an awareness and understanding of emerging issues and trends related to the regulated entities, hospitality and tourism industries at both the state and national level.
9. Conceptualise and analyse issues with the ability to think through complexity, identify sustainable solutions and anticipate results of decision.
10. Lead, influence and implement continuous improvement initiatives to embed good professional practice. Driving innovation and change that improves services and creates value for stakeholders while mitigating risk.
11. Participates, consults and shares information to ensure others are kept informed of issues. Contribute to multi-agency working groups and represent the DLGSC on state and national committees.
12. Oversees the conduct, review and regular reporting of all licensing and approvals activities conducted by the DLGSC.
13. Perform any other duties as assigned or necessary to support the objectives of DLGSC.

Work related requirements

This section outlines the necessary minimum requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

Essential

1. Demonstrated understanding of working in a regulatory environment with the ability to apply expertise and working knowledge of legislation, policy, and regulation in the context of assessing and approving applications.
2. Demonstrated experience in leading and managing a team to execute strategy in a dynamic operating environment utilising planning, prioritisation and managing resources to achieve required operational outcomes.
3. Highly developed written and oral communication skills including the ability to explain complex concepts and analysis succinctly to target audience.
4. Significant experience in leading and providing strategic direction in the development, implementation and evaluation of projects, policy and guidance. Operates across the legislative, policy and political environments, to ensure strategic alignment of project and policy outcomes.
5. Demonstrated experience in consulting extensively with stakeholders across the Department, government, local government, community, regulated industries and private sector to support policy and legislation development and implementation.

Desirable

1. Knowledge of legislation administered by and regulatory functions across relevant DLGSC portfolios.

Special conditions

Ability to work outside normal business hours when operationally required and undertake regional travel.

Current WA Driver’s licence.

Complete induction within three months of commencement;

Complete Accountable and Ethical Decision Making Training within six months.

Complete any training specific to the role required by Departmental policy.

Pre-employment requirements

All department positions require a current Criminal History Check (National Police Certificate or equivalent) and 100-point Identification Check prior to commencement.

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| Registration date | 14/08/2024 |