

# JOB DESCRIPTION FORM

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## OFFICE OF THE INSPECTOR OF CUSTODIAL SERVICES

### ICS00043 MANAGER BUSINESS SERVICES

#### POSITION DETAILS

Classification/Level	Level 7
Award/Agreement	PSA
Org Unit	Business Services
Physical Location	Perth

#### REPORTING RELATIONSHIPS

Number of Positions Supervised	3
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#### SUPERVISOR

Position Number	ICS00010
Position Title	Deputy Inspector
Classification/Level	Level 9

#### ORGANISATIONAL CONTEXT

The Office is an independent statutory body with a strong focus on performance standards in custodial facilities and the rights of staff and people in detention. It reports to Parliament, providing a high level of transparency and accountability.

The Office's responsibilities include:

- inspecting each prison, detention centre, court custody centre and lock-ups at least every three years;
- conducting reviews of specific aspects of a custodial service or a specific custodial experience of individuals or groups; and
- managing the Independent Visitors Service.

#### SUMMARY OF RESPONSIBILITIES

Responsible for leadership, management and provision of business services including human resources, information and communications technology, assets and information management.

Direct, manage and control governance systems and frameworks and manage the provision of business support activities which contribute to the achievement of agency outcomes.

## WORK DESCRIPTION

### 1. STRATEGIC MANAGEMENT AND PLANNING

- Contributes to the strategic direction and management of the Office.
- Provides policy and specialist advice to the Inspector and Deputy Inspector.
- Creates a strategic direction for business services aligned with the Office's mission, vision and values, and provides leadership, creativity and initiative.
- Ensures business operations comply with governance frameworks and statutory requirements and are undertaken in accordance with legislation, policy and relevant procedures.

### 2. BUSINESS PLANNING AND GOVERNANCE

- Develops and ensures the implementation of standards, policies, procedures and guidelines pertaining to human resources, information and communications technology, assets and information management.
- Develop and maintain effective networks, enhancing relationships with key stakeholders.
- Directs and controls the strategic planning and business planning and management frameworks and activities for business services functions.
- Develops and manages governance frameworks to ensure that adequate communications and decision-making mechanisms exist and that accountabilities for decisions and outcomes are clearly allocated.
- Develops, communicates and implements policies and procedures for central agency initiatives.
- Responds to surveys for central agency initiatives.
- Responsible for monitoring and reporting on the Office's performance against agreed objectives, key performance indicators and measures.
- Ensures compliance with relevant Acts and Regulations.

### 3. BUSINESS SERVICES

- Provides leadership in the provision of business activities and participates as a member of the Senior Management Group.
- Provides regular reporting to the Senior Management Group ensuring agreed reports are presented on time and in accordance with requirements.
- Significantly contributes to establishing and maintaining effective working relationships with peers and colleagues.
- Manages the provision of human resources services systems and processes.
- Develops, implements and maintains HR policies and procedures and ensures their accessibility for all staff.
- Directs the dissemination of key reports including the Annual Report, Thematic Reviews, Inspection Reports and Discussion Papers.
- Manages the procurement and disposal of assets.
- Develops and manages procurement systems and ensures compliance with contract management policies and procedures.
- Coordinates and manages risk for the Office and development and management of the Office's internal audit and risk management framework.
- Manages the Office's contracts and ensures compliance with government procurement and supply policies and regulations.
- Leads the implementation, monitoring, evaluation and continuous improvement of relevant human, technological, physical and contractual resources and associated strategies, policies, procedures, practices and systems to support and assist with the achievement of the Office's role and functions.

Policies & Regulatory Framework: All duties shall be performed in accordance with the policy and regulatory framework in which the Office of the Inspector of Custodial Services operates.

## WORK RELATED REQUIREMENTS

This section outlines the mix of pre-employment requirements and competencies required of an individual in this position. The following is to be read in the context of the preceding sections of this document.

### ESSENTIAL

1. Significant senior management experience leading business services functions or other relevant functions such as human resources, information & communications technology.
2. Experience leading and shaping organisational-wide strategic planning and translating strategic initiatives into effective operational human resource and information technology plans.
3. Knowledge of the context in which a public-sector agency operates, and demonstrated understanding of corporate governance, policy development, process improvement and best practice in contemporary business management systems and processes.
4. Demonstrated high level conceptual, analytical, initiate and problem-solving skills including the ability to interpret and advise on the application of Acts, Regulations, Industrial Awards and public sector policy.
5. High-level communication and negotiation skills with a proven ability to build relationships and influence effectively, supported by extensive and established networks across multiple sectors, at varying levels.

### LEADERSHIP CONTEXT

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted the Public Sector Commission's [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is [Leading Others](#).

### ADDITIONAL REQUIREMENTS

Unless otherwise stated in the Job Description Form, all positions within the Office of the Inspector of Custodial Services require the occupant to be able to use a personal computer and have a working knowledge of Microsoft Office software; digital cameras; and audio equipment.

The Office engages people in positions of trust and responsibility. Therefore, all staff must display the highest levels of integrity, ethical behaviour, and must be able to work within the values of this Office. All staff are required verify their identity through a 100-point identification check, obtain a criminal record screen, and a working with children check prior to recommendation for appointment.

'Australian Permanent Residency' status is a minimum requirement for permanent appointment to the WA Public Sector. However, for appointment on a fixed term contract or casual basis applicants only require a valid Work Visa for the duration of the entire advertised term.

The office holder may be required to visit custodial facilities in Western Australia and may be subject to security procedures on entry that may include searching.

This role may involve visits to remote and regional locations that may require an overnight stay. Applicants should hold a current Class C Western Australian motor driver's license.

## CERTIFICATION

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

Signature:



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Inspector

Date:

19 /09 / 2024

Classification Evaluation Date: 5 September 2024

Current Version Date: 19 September 2024