



Position Description

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| Position Title: | Director Operations Group 2 | Classification Level: | Class 1 |
| Position Number: | 8651 | Reports to: | Commissioner of State Revenue |
| Directorate: | RevenueWA | Supervises: | 5 FTE |
| Branch/Section: | Operations Group 2 | Location: | Perth Metropolitan Area |



Empathy Collaboration Growth Clarity

Our Values

Our values define who we are, how we communicate, interact, develop and work together. Our values underpin everything we do.

Our values: **Clarity, Empathy, Collaboration** and **Growth**.

Role Summary

This is a leadership role accountable for embodying the Department of Finance's (Finance) Values, as well as contributing to the development, management and achievement of RevenueWA's strategic and business plans, and Finance's strategic direction. It also involves building a culture of innovation and collaboration to enable the best possible delivery of services to our customers.

The Director leads, directs and is accountable for the Operations Group 2 in RevenueWA and is required to operate at a strategic level, setting long term directions and objectives for the revenue business. The role provides expert advice to, and liaises with the Minister, Director General, Commissioner of State Revenue and key stakeholders on matters pertaining to duties, payroll tax, mineral and petroleum royalties and technical advice about legislation administered by RevenueWA.

The role is a member of the executive team of RevenueWA responsible for leading and planning for the revenue business to meet its outcomes. The Director will operate under delegated powers from the Commissioner and has overall responsibility and accountability for the Division achieving required outcomes, which includes leading, developing and mentoring staff within the Division. In performing all duties, the Director works in consultation with the Commissioner.



Responsibilities

- Responsible for the design, implementation and management of revenue assessment and collection processes associated with duties, payroll tax and mineral and petroleum royalties. This includes the interpretation and application of relevant legislation.
- Responsible for the development and implementation of self-assessment processes and the design and delivery of direct customer services.
- Ensure the provision of expert and timely technical advice on State tax and royalty matters to the Commissioner, the Director General and the Minister.
- Play a key role in leading and setting policy direction on issues relating to revenue and grants, subsidies and concessions legislation and for ensuring policy contained in legislation remains relevant to the requirements of the government, the wider community and is aligned with national and international trends.
- Represent the Commissioner and the Director General as required and establish and maintain effective internal and external networks and working partnerships, including with interstate, national and international revenue authorities and regulatory agencies.
- Demonstrate Leadership, and an innovative approach results in revenue administration services, policies and processes that meet both client and resource requirements.
- Ensure Systems and processes are designed, established and maintained to deliver high quality customer service and to ensure the integrity of the revenue bases, and grant and subsidy schemes.
- Demonstrate Finance's values in all interactions to contribute towards an innovative, customer focused, high-performing and values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Multiple Area Leader.
- Perform other duties as directed.

Essential Requirements

- The ability to recognise opportunities to enhance product and service delivery and capitalise on these through effective change strategies initiating policy development and review within a public policy environment. An understanding of a revenue/regulatory environment is highly desirable to achieve this.
- The ability to deliver products and services consistent with customer needs and defined quality expectations (including timeliness). Experience in the design, implementation and management of legislation and policy is highly desirable in the context of this requirement.
- The ability to communicate clearly to a varied range of audiences and demonstrated capacity to resolve complex issues through persuasive negotiation. Demonstrated ability to communicate effectively with a diverse range of people.



Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of Finance and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in **Multiple Area Leader** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

Pre-employment requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

Certification

Verified by: M.McLeod, HR Consultant, October 2024

Classification Evaluation Date: August 2019

