



Determinations Officer - Level 4 (MIS24314)

Group:	Industry Regulation and Consumer Protection	Location:	Perth
Division/Directorate:	Conciliation and Services	Supervises:	0
Branch:	Determinations	Reports to:	General Manager Determinations
Section:	NA		

Operational Context

The Consumer Protection Division is responsible for promoting fair trading and consumer protection in Western Australia. Determinations is responsible for ensuring fair and transparent decisions are made about disputes between tenants and landlords.

Role Overview

This position recommends and drafts orders under Consumer Protection legislation, including the determination of applications relating to bond releases, keeping pets, or making minor modifications in residential tenancies.

Building Leadership Impact as a Personal Leader

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles.

Leadership in this position is about the work of individuals who make a direct and immediate difference to the agency, with personal accountability for delivering excellence.

Role Responsibilities

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

- Effectively, efficiently and impartially analyses issues identified by parties to a determination application and makes recommendations and drafts orders.
- Produces reports, correspondence and collates information and evidence for determinations in accordance with relevant legislation and department policies and procedures.
- Identifies trends and appropriately handles any breaches of relevant legislation.
- Provides accurate and suitable advice about determination activities and stakeholders' rights and obligations under relevant legislation and Department policies.
- Communicates effectively using a range of mediums (e.g. phone, emails, letters and face-to-face).
- Liaises and works with other teams within the Conciliation and Services Directorate, to ensure that appropriate determinations are undertaken and that an up-to-date and accurate database is maintained.

Corporate Responsibilities

The following outlines departmental responsibilities:

- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- 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.
- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Performs other duties as directed.

Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Demonstrated ability to effectively listen and interpret information to deliver procedurally fair solutions to determine dispute applications.
- Demonstrated ability to understand and apply legislation and policy.
- Demonstrated strong customer service skills to engage and build rapport in order to work effectively with a diverse range of people
- Demonstrated developed organisational skills with the ability to work under pressure and manage competing priorities.
- Demonstrated developed research, analytical, problem-solving skills with the ability to use initiative.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Personal Leader](#), the following outlines those that are required to undertake this role:

- **Lead Collectively** - You proactively build strong working relationships with members of your team and use these relationships to achieve your objectives and deliverables to a high standard.
- **Think Through Complexity** - You know where to find relevant information and use a common sense approach to research and analyse, and then make evidence based recommendations.
- **Dynamically Sense The Environment** - You adapt your communications style and language depending on your target audience, negotiating confidently and respectfully.
- **Deliver on High Leverage Areas** - You take responsibility for managing your work to achieve results, keeping others informed of your progress.
- **Build Capability** - You actively contribute to the development of your team's capability, ensuring you support your team members.
- **Embody The Spirit of Public Service** - You show empathy and compassion, integrity and humility.
- **Lead Adaptively** - You participate in learning opportunities, reflect on your learnings and, with appropriate support, actively implement them.

This position reports to:

General Manager Determinations

Position No: MIS24044 Classification: L8

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
- Nationally Coordinated Criminal History Check

Approved Date

13-JAN-2025