



Senior Assessment Officer - Level 4 (MIS24315)

Group:	Industry Regulation and Consumer Protection	Location:	Perth
Division/Directorate:	Conciliation and Services	Supervises:	0
Branch:	Conciliation and Trader Intervention	Reports to:	Assessment Coordinator
Section:	NA		

Operational Context

The Consumer Protection Division is responsible for promoting fair trading and consumer protection in Western Australia. Conciliation and Trader Intervention is responsible for undertaking activities to help businesses and consumers resolve disputes, and to remedy improper practices that impact consumers.

Role Overview

This position receives, triages and handles more complex complaints and non-routine matters relating to rights and obligations of parties under relevant consumer protection laws. It provides advice and facilitates the resolution of more complex complaints and undertakes activities to address trader compliance issues.

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:

- Identifies and appropriately handles more complex breaches and provides education to the parties as appropriate.
- Effectively, efficiently and impartially analyses issues identified by both parties and assesses the dispute.
- Provides informed, accurate and impartial advice on more complex matters and facilitates a mutually agreeable outcome in line with legislative requirements.
- Supports and carries out trader intervention activities to improve compliance with relevant legislation with an aim to correct improper business practices.
- Maintains current knowledge of relevant legislation and actively contributes to the review development of relevant publications.
- Ensures that disputes are dealt with and desired outcomes are achieved in line with Branch KPIs.
- Liaises and works with other teams within the Branch and contributes constructively to ensure effective relationships are maintained.
- Assists in the preparation of educational materials, ministerial replies and briefing notes.

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 experience in complaint handling and/or dispute resolution in a relevant environment.
- Demonstrated ability, to build rapport with a diverse range of people identifying and resolving more complex complaints.
- Demonstrated ability to understand and apply relevant legislation and policies to difficult matters including non-routine trader compliance matters.
- Demonstrated ability to exercise impartial judgement, research and gather information and evidence from a range of sources, analyse data and identify potential instances of non-compliance.

- Demonstrated ability to listen effectively, identify more complex issues, negotiate and recommend practical solutions to non-routine disputes.

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:

Assessment Coordinator

Position No: 00016766

Classification: L5

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