# Job Description Form – Manager Corporate Governance

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| **Position number:** | 13774 | **Classification:** | Level 7 |
| **Division:** | Capability and Performance | **Branch/section:** | Strategy and Performance Accountability |
| **Reports to:** | 15642 – Director Governance and Risk | **Direct reports:** | 16428 – Senior Complaints and Governance Officer15165 – Senior Governance Officer14436 – Corporate Governance Officer |

## Position details

## Position purpose

This position leads and manages corporate governance requirements in order to achieve agency objectives and outcomes. This role works as part of a broader team in order to deliver on Government priorities and objectives, for the benefit of the community.

## Context

The Strategy and Performance Accountability (SPA) team supports and facilitates collaborative coordination across all business areas to deliver whole-of-agency key objectives enabling a one-DLGSC approach. SPA provides strategic direction and insight for a unified DLGSC and drives evidence-informed decision making that supports communities, industries and sectors.

We build, strengthen and nurture relationships and engage with external stakeholders to achieve shared goals. SPA leads the agency in meeting and upholding corporate, legislative and social obligations, and supports business areas to do the same through capacity building and guidance. We ensure the highest standards of governance and performance through the delivery of transparent reporting and compliance. SPA consists of 5 teams:

* Child Safeguarding Implementation Unit
* Governance and Risk
* Performance Analysis and Reporting
* Strategic Policy
* Strategy and Transformation

## Responsibilities

1. Leads corporate governance requirements across the agency including providing a consultancy service to advise and assist management and staff on the department’s corporate governance and complaints frameworks. Promotes a culture conducive to the effective use of these frameworks and processes.
2. Conducts research and develops policies, frameworks, strategies, and plans to support the department's corporate governance function.
3. Leads and oversees the design, development, and review of policies, providing strategic guidance to DLGSC staff prior to submission to the Corporate Policy Committee and Corporate Executive.
4. Leads and manages the end-to-end complaints management process, ensuring timely, fair, and consistent resolution of complaints in line with relevant legislation, policies and procedures.
5. Develops, implement, and continuously improves complaints handling frameworks, systems and procedures to enhance service delivery and stakeholder satisfaction.
6. Collaborates with internal teams and external stakeholders to resolve complex or sensitive complaints effectively.
7. Provides Corporate Executive and senior management with reports and briefings on emerging governance and complaint trends, associated risks, and recommended actions.
8. Establishes and maintains networks with a wide range of stakeholders both within and external to the department, as necessary.
9. Adheres to Work Health and Safety, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.
10. Demonstrate the Expected Behaviours of the leadership context for this role listed below.
11. Perform any other duties as assigned or necessary to support the objectives of DLGSC.

## Selection criteria

This section outlines the necessary minimum requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position. These criteria can be assessed against any stage of the recruitment process. Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

Essential

1. Demonstrated experience developing and implementing corporate governance systems and initiatives within a complex organisation.
2. Sound leadership skills with the ability to inspire a sense of purpose and direction to a team and support to achieve the governance and risk management outcomes to the agency.
3. High-level research, conceptual, analytical, and policy development, implementation and evaluation skills.
4. Excellent interpersonal, negotiation and liaison skills to build and sustain productive relationships and foster collaboration with senior executives.
5. Advanced communication and report writing skills, with a proven ability to convey complex information clearly and concisely to diverse audiences.
6. Exemplifies personal integrity and self-awareness. Provides impartial and forthright advice, and challenges important issues constructively.

## Leadership expectations

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 [Leadership Expectations](https://www.wa.gov.au/organisation/public-sector-commission/leadership-expectations) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

This role falls under the Choose an item. context.

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.

Other conditions specific to this role are:

* Special Conditions: Ability to work outside business hours may be required.

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| Registration date | 03 February 2025 |