



Job Description Form

Position Name: Research and Information Officer

Position: 00083226

Classification: Level 3

Business Unit	Information Services
Location	Perth – CBD
Award	Public Service Award 1992
Agreement	Public Sector CSA Agreement
Reports to	Level 5 Information Services Manager
Direct Reports	Nil

The Department of the Registrar provides administrative support and infrastructure to the Western Australian Industrial Relations Commission (the Commission). The Commission resolves disputes concerning industrial matters relating to the work, privileges, rights or duties of employers or employees.

The Department also provides the administration, advice and support to enable the general community, employee and employer associations, industrial practitioners and government agencies to make applications to the Commission, the Commission's constituent authorities, the Industrial Magistrates Court and the Industrial Appeal Court.

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

Integrity and accountability | Respect and inclusiveness | Customer service excellence
Innovation and continuous improvement | Collaboration and team spirit



Position Summary

The Research and Information Officer provides quality research and information services to Commissioners, the Registrar, Officers of the Commission and departmental employees. In addition, the position maintains a research database and assists in the maintenance of the industrial relations library and information collections.

Leadership Expectations

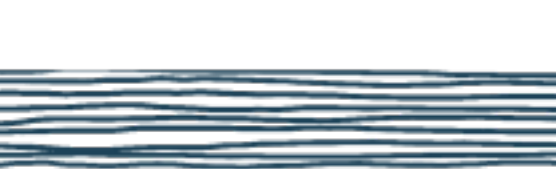
We believe all our people are leaders irrespective of their role. We are committed to building the leadership capability of our people and to support this we have adopted [Leadership Expectations](#).

Everyone leads in a context, and the leadership context for this position is [Personal Leadership](#).

Position Responsibilities

Research and Information

- Independently undertakes research, including the preparation of reports and memorandums, and other related research requests for Commissioners, Industrial Magistrates, the Registrar and departmental employees.
- Coordinates the development of a department-wide research database and is responsible for its ongoing management.
- Provides a range of information and knowledge services including: a media monitoring service, journal reviews, newsletters and trade publication reviews, preparing current awareness bulletins, and compiling industrial reports pertinent to Commission decision making.
- Proactively translates information sources into relevant reports for the WAIRC and Registrar by monitoring legislation amendments and judicial decisions:
- Proactively liaises with internal stakeholders and clarifies research requests and confirms expected outcomes.
- Assists in the maintenance of the industrial relations library and legislative collection including administration related to the acquisition, description and access to print and electronic resources.
- Provides support and assistance to the Freedom of Information Coordinator and assists with assessing, evaluating and processing freedom of information applications when requested.
- Develops and delivers in-house training and mentors departmental employees in research best practices, digital literacy and search skills. Provides support and assistance with the training and induction of employees as part of the Department's information management training program.

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- Appropriately uses Artificial Intelligence (AI) software within the scope of the Department's policies to prepare decision summaries of the Commission and the Industrial Appeal Court, for publication on the Commission's website.
 - Participates in developing policy, procedures and projects relating to information governance.

Continuous Improvement and Development

- Identifies opportunities to continually improve Information Services and contributes to the development and implementation of continuous improvement strategies to enhance information and knowledge management practices across the Department.
- Maintains awareness of information and knowledge management developments and keeps abreast of issues relevant to industrial relations.

Team and Stakeholder Engagement

- Proactively engages with employees and other stakeholders to build effective working relationships and promote awareness of the current industrial relations environment, trends and developments.
- Participates constructively and positively within the team to achieve tasks and assist other team members as required.

Other

- Undertakes relevant project work and contributes to other projects as required.
- Provides support and assistance to other Information Services core activities eg Information/Records Management, to ensure business continuity.

Corporate Responsibilities

- Adheres to the Values, Code of Conduct, the Public Sector Code of Ethics and all departmental Policies.
- Actively participates in the Department's Performance Development Program (PDP).
- Promotes equal opportunity, diversity and work health and safety in the workplace.
- Performs other tasks as directed.



Essential Criteria

1. Demonstrated experience in undertaking complex research with well-developed online database research skills.
2. Sound knowledge and understanding of information management practices.
3. 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.
4. Think through complexity: You know where to find relevant information and use a commonsense approach to research and analyse, and then make recommendations.
5. Dynamically sense the environment: You communicate clearly presenting relevant technical and professional information effectively.
6. Deliver on high leverage areas: You take responsibility for managing your work to achieve results, keeping others informed of your progress.
7. Build Capability: You recognise your role in and contribute to creating a healthy culture in your team environment.
8. Embody the spirit of the public service: You complete your work practices in accordance with the policies and procedures of your work area, seeking clarification and guidance as necessary.
9. Lead adaptively: You are responsive to change in your work environment.

Pre-employment requirements

Provision of 100 points identification including evidence of entitlement to live and work indefinitely in Australia for permanent appointments, or temporary visa with entitlement to work for the duration of a fixed term contract.

Appointment is subject to National Police Clearance and 6-month probation period.

Certification



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Chief Executive Officer

13 March 2025