



## POSITION DESCRIPTION

<b>Role title:</b>	Principal Regulatory Officer	<b>Position number:</b>	ERA21004
<b>Status:</b>	Permanent	<b>Classification:</b>	Level 7
<b>Division:</b>	Regulation	<b>Effective date:</b>	April 2025
<b>Team area:</b>	Licensing and Customer Protection		

Conditions of employment are in accordance with the current *Public Sector CSA General Agreement* and the *Public Service Award 1992*.

### Reporting Relationships

Number of Positions Supervised up to 3

#### Supervisor

Position number: ERA22386  
Position title: Assistant Director, Licensing and Customer Protection  
Classification/Level : Level 8

### Organisational Context

The Licensing and Customer Protection team is responsible for managing the ERA's licensing and consumer protection functions, including:

- Issuing operating licences to providers of electricity, gas and water services (e.g. Synergy, Alinta and the Water Corporation).
- Preparing reports on the performance of electricity, gas and water licensees.
- Approving customer contracts and setting minimum customer service standards that protect residential and small business electricity, gas and water customers, including reviewing codes of conduct that provide protections to customers.
- Reviewing the effectiveness of the regulatory frameworks that establish the utility licensing schemes administered by the ERA.

People in the Licensing and Customer Protection team work collaboratively, sharing knowledge with colleagues and networking with industry stakeholders and regulators from other jurisdictions. We undertake our work to promote a consist approach and analytical rigour in developing the ERA's decisions and determinations across regulated utilities.

## Position Summary

This position:

- Plans, manages and evaluates strategic, sensitive and difficult projects. This includes complex reviews of legislation, policy and consumer or licensing issues.
- Conducts research and analysis to define problems, develop options and make recommendations on appropriate solutions, including the effective use of data analytics and appropriate stakeholder engagement.
- Provides or coordinates briefings, publications and other communications related to the team's work.
- Allocates tasks to junior staff and manages delivery.

## Position Activities

### **Strategic Role**

- Contributes to the planning, development, implementation and evaluation of the team's activities in support of the ERA's strategic plan.
- Develops and implements change and continuous improvement initiatives within the Division.

### **Management Role**

- Supports the Assistant Director by:
  - leading activities to achieve team outcomes.
  - providing specialist advice and assistance on issues related to the functions and management of the Division.
- Manages the delivery of complex projects and business as usual activities including management of human, financial and physical resources.
- Initiates and manages own workload and is a key contributor to setting strategic direction for the team's work.
- Proactively coaches and mentors other team members, including leading discrete project teams and developing intern or graduate workplans.
- Monitors the performance of projects against budgets, authorises invoices and accounts for financial performance.
- Engages, coordinates and manages the activities of external consultants and contractors.

### **Communication Role**

- Effective verbal and written communication to obtain information, provide advice, influence and negotiate on complex and sensitive issues.
- Develops consultation processes to promote effective coordination and support the development and evaluation of strategic initiatives, policies and programs.

- Manages public consultation processes for industry, government, representative bodies and other stakeholders.
- Acts as a primary internal and external stakeholder contact on complex, sensitive, high value matters relating to licensing in Western Australia.
- Leads negotiations with internal and external stakeholders and mediates discussions to secure agreement.
- Represents the ERA and the organisation's interests at interagency, state and national forums. This includes to senior industry representatives, committees and working parties on complex and strategic issues.

### **Governance / Accountabilities**

- Actively promotes and models behaviour demonstrating compliance with public sector legislative requirements and ERA policies and procedures, including exercising given delegations. In this regard, particular attention is given to the application of:
  - The guidelines and principles of the Western Australian Public Sector Code of Ethics and the ERA's Code of Conduct within a framework of high ethical standards and behaviours.
  - Appropriate Work Health and Safety and Equal Opportunity legislation and plans, policies, standards and practices.
- Challenges important issues constructively and develops evidence-based positions. Acknowledges mistakes, learns from them and seeks guidance and advice.

### **Other**

- Other duties as required.

## **Position Competencies**

### **Essential**

Tertiary qualifications in a relevant discipline and/or comprehensive skills, knowledge and experience in:

- Research, problem solving, policy formulation or strategy development in consumer and/or regulatory policy.
- Applying project management tools to develop and manage complex/sensitive projects.
- Excellent writing, editing and proof-reading skills, including the capacity to convey complex regulatory material for varied audiences in written and verbal form.
- Leading and managing human, financial and other resources within agreed allocations including management of junior staff.
- Building and enhancing strategic stakeholder relationships, negotiating and facilitating strategic discussions.

### **Desirable**

- Knowledge of and experience in one or more of the following: consumer protection, licensing, energy or water markets, regulation, data analytics and financial analysis.

## Appointment Conditions

Location:	Perth
Accommodation	NA
Allowances / Special Conditions	NA
Specialised Equipment Operated	NA

## Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

## Executive Director

Sara O'Connor

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