



Driver Assessor

Branch: Butler Business Centre
Directorate: Driver and Vehicle Services
Position Number: 00013387
Classification: Level 3
Physical Location: Butler
Award/Agreement: Public Service Award & Public Sector CSA Agreement 2024

Our purpose: Empowering a thriving community

The Department of Transport and Major Infrastructure (DTMI) together with Main Roads WA and the Public Transport Authority forms the Transport Portfolio. DTMI seeks to connect people and places to keep Western Australia moving towards a safer, healthier, and more sustainable future.

Join us and work in a role where you can bring your best self to work and leave work having been seen and heard, and able to contribute meaningfully to the communities throughout Western Australia. DTMI promotes a diverse workforce and embraces a high standard of equal opportunity, health and safety, and ethical practice. DTMI is a values-based organisation committed to empowering a thriving community.



Working **together**, we get things done.



Looking after **ourselves** and supporting **others**.



Always open to **possibilities**.



Taking ownership, we **deliver**.

Overview of the directorate

Driver and Vehicle Services (DVS) is responsible for administering driver and vehicle licensing under WA's 'road law', as defined in the Road Traffic (Administration) Act 2008 and identity under the WA Photo Card Act 2014. It also delivers the following industry regulation:

1. Passenger transport industry under the Transport (Road Passenger Services) Act 2018;
2. Driving instructors under the Motor Vehicle Drivers Instructors Act 1963; and
3. Crash towing industry under the Towing Services Act 2024.

DVS has one of the greatest number of interactions with the public of any State Government Agency. Managing licensing functions for over 2 million WA registered drivers, over 3 million WA registered vehicles and approximately 9 million financial transactions per annum and delivers services for other agencies under formal agreements.

The DVS mission is Safe drivers, Safe Vehicles, Secure Identities, and Quality Service.

Overall purpose of the role

- Conducts practical driving assessments according to licence class held, assessing candidates' ability to meet the required standards of competency and providing comprehensive feedback to stakeholders.
- Develops and designs routes to enable Practical Driving Assessments to be conducted in accordance with the required standards of competency.
- Undertakes a range of customer service and administrative duties.

Work description

PRACTICAL DRIVING ASSESSMENTS

- Conducts Practical Driving Assessments according to licence class held, as allocated by the booking system or on direction from the Centre Manager (or delegate, ensuring that all elements of the assessment are completed, where possible, and assesses the candidate's ability to meet the required standards of competency.
- Verifies candidate identity and ensures that the candidate's vehicle is appropriate to the class or type of licence assessment and the vehicle complies with required standards.
- Ensures that assessment documentation is fully completed and is of a standard and in sufficient detail to provide meaningful information to the candidate and any external review.
- Ensures any adverse incidents are noted and reported and, where appropriate, liaises with internal and external authorities.
- Develops and designs a variety of routes to enable Practical Driving Assessments to be conducted safely for varying conditions and licence classes and in accordance with the general principals of the Route Design Manual.
- Inputs, extracts and modifies data on departmental systems in accordance with accepted business processes and confidentiality requirements.
- Undertakes point of service problem solving, deals with contentious issues and applies available discretion in decision making.
- Exercises judgment in assessing risk to the candidate, assessor and public during the course of the Practical Driving Assessment and takes appropriate action as required.
- Notifies the Centre Manager where any potential conflict of interest exists.
- Identifies issues common to one or more driving instructors/training providers and advises the Centre Manager (or delegate).
- Adheres to the principles and practices of occupational health and safety.

STAKEHOLDER LIAISON

- With the candidates consent, provides comprehensive feedback to candidates, driving instructors and other stakeholders on the outcome of Practical Driving Assessments.
- Liaises with internal and external stakeholders as required, on driver assessment matters, driver licensing policies, procedures and governing legislation and provides information and advice where necessary.

ADMINISTRATIVE

- Provides written reports, as required.

- Undertakes a range of customer service and administrative duties at Licensing Centres, as directed by the Centre Manager (or delegate).

Work related requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

Criteria

ESSENTIAL:

1. Required to be deemed competent in all Driver Assessor role specific training.
2. Excellent customer service skills and a passion for helping people.
3. Four years safe driving and a sound understanding of the WA road rules.
4. Ability to interpret, apply and explain legislation in an easy to understand manner.
5. Ability to communicate clearly, with confidence when directing candidates in driving assessments from a diverse background.
6. Ability to assess comprehensively to a standard/s and provide compassionate yet honest feedback.
7. Current/Valid Motor Drivers Licence classes HR and R.

DESIRABLE:

Nil

Reporting relationships

Metropolitan Business Centres Manager, Level 7



Centre Manager, Level 6



This Position

Nil

Allowances/Special conditions

1. Uniform and protective clothing provided, to be worn as required whilst on duty.
2. A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position and the employer to be advised of any convictions incurred during employment.
3. Maintain a current/valid West Australian Drivers License and advise employer of any matter affecting the validity of the license.
4. Medical assessment may be required.

Certification

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

**Executive Director
People and Culture**