Government of Western Australia
Department of Water and Environmental Regulation

Job Description Form

Appeals Support Officer

Position Number:	101844	Portfolio:	Strategy and Performance
Classification:	Level 5	Reports to:	Appeals Coordinator, L6
Location:	Perth CBD	Direct Reports:	Nil

Description

The Appeals Support Officer assists managing the appeals process from intake through to Ministerial determination. The role acts as the first point of contact for incoming appeals, receiving and triaging submissions, checking documentation for completeness, and seeking clarification where required. It supports the Appeals Coordinator and Principal Environmental Officers – Appeals in defining appeal grounds, scope, key issues, and analysis approach, ensuring accuracy and compliance at every stage.

The position helps maintain effective communication with appellants, proponents, and stakeholders, coordinating appeal progress and preparing accurate records, reports, and correspondence. By providing proactive support and contributing to process improvements, the Appeals Support Officer ensures the appeals process is transparent, fair, and delivered efficiently in line with legislative and organisational standards.

Responsibilities

In context of above description, the role:

- Assist with the lodgement, validation, and tracking of appeals submitted to the Minister for Environment.
- Support the Appeals Coordinator in coordinating the appeals process under Part VII of the Environmental Protection Act 1986, ensuring compliance with statutory requirements.
- Help prepare and check documentation, provide guidance to stakeholders on procedural requirements and timelines.
- Liaise with appellants, proponents, and internal stakeholders to facilitate timely resolution of appeals.
- Draft and format correspondence, reports, and statements for review, ensuring accuracy and legislative alignment.
- Assist with risk assessments and analysis of appeal issues, providing input to practical solutions.
- Maintain high standards of customer service and stakeholder engagement throughout the appeals process.
- Provide administrative and operational support across the office, sharing information and assisting with appeals processes.
- Monitor workflows and timelines under the direction of the Appeals Coordinator to ensure appeals are actioned promptly and in accordance with legislation.
- Provide executive support to the Appeals Coordinator, Director, and Appeals Convenor, ensuring accuracy and attention to detail in all correspondence.
- Assist with process improvements to enhance efficiency and transparency in appeals resolution.
- Maintain records management systems and databases in line with the Records Management Act.

- Help update the Appeals Administration Manual and contribute to best practice policies and procedures.
- Support onboarding and training sessions for new staff to ensure consistent administrative practices.
- Upload approved documents to the Office of the Appeals Convenor website and prepare directed correspondence.
- Undertake other duties as required within the scope of the role and departmental needs.

Our people, our leaders, our values

At DWER, every employee is a leader. To support this, we have established clear Leadership Expectations. For this role, you will be a Personal Leader. Demonstrating the expected behaviours is crucial and aligned with the role's requirements.

Our culture is shaped by our values. All employees are expected to uphold equity, diversity and inclusion, work health and safety, and ethical principles in all aspects of their work. This includes demonstrating cultural responsiveness by valuing diverse perspectives and contributing to culturally safe, inclusive, and trusted services – particularly for Aboriginal people and communities.

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Work Related Requirements

Read these requirements in context of the above contents.

1. You have demonstrated experience in a senior support role supporting a dynamic office.
2. Developed organisational skills with demonstrated ability to use initiative and manage conflicting priorities to deliver high-quality outcomes.
3. You have the ability to understand, interpret, and apply legislation and policy, enabling you to support government and organisational objectives in a consistent and compliant manner (*you think through complexity*).
4. Developed communication skills with demonstrated ability to write and edit reports, correspondences, promotional materials and liaise effectively with stakeholders.
5. You have highly developed interpersonal skills, enabling you to negotiate, influence, and resolve issues with a diverse range of stakeholders to achieve positive outcomes (*you lead collectively*).
6. You have a proven ability to work collaboratively within a team environment and contribute to the achievement of the team goals and champion change (*you lead collectively*)

Special Requirements

- The department will conduct a national police check before offering employment.