



Appeals Coordinator

Position Number:	<09912345>	Portfolio:	Strategy and Performance
Classification:	Level 6	Reports to:	Director, Office of the Appeals Convenor
Location:	Perth CBD	Direct Reports:	1 FTE

Description

The Appeals Coordinator is the face of the Appeals Team. The Appeals Coordinator collaborates with the Director and the Appeals Convenor to ensure streamlined appeals processes from intake to delivery to the Minister. This role is responsible for receiving and triaging all incoming appeals to the Office of the Appeals Convenor. They define the appeal scope, key issues and analysis approach, screening to ensure all required information has been provided and seeks clarification where required. As the first touch point for all internal and external stakeholders this role demands the highest level of interpersonal and communication skills. The role works closely with appellants, proponents and stakeholders across the public sector to resolve often challenging issues through to determination by the Minister.

Responsibilities

Appeals and Consultation Coordination

- Receive, register, receipt and track all incoming appeals received by the Minister for Environment;
- Triage all incoming appeals to define the appeal scope, key issues and analysis approach, screen appeals to ensure all the required information has been provided and seek clarification when required.
- Coordinate and facilitate the appeals process under Part VII of the Environmental Protection Act 1986 on behalf of the Appeals Convenor, ensuring a streamlined process, validity and compliance with statutory requirements.
- Provide preliminary advice and support to appellants on lodging appeals, including required documentation, key timelines, and procedural steps.
- Provide a high level of customer service and manage stakeholder relationships in relation to appeals, ensuring all stakeholders are dealt with in a professional and timely manner, demonstrating the highest level of customer service.
- Assist in the preparation of reports and coordinate drafting of letters and correspondence for the Appeals Convenor to the Minister for Environment.
- Anticipate challenges, identify risks, research issues, analyse data and recommend practical business solutions.
- Coordinate high-level consultations and establish environmental approval conditions under Part IV of the Act with appellants, proponents, authorities, and the Department of Water and Environmental Regulation, ensuring compliance with the Minister's statutory obligations.
- Prepare all relevant correspondence and finalise Ministerial Statements for the Minister's signature and publish finalised documents.
- Liaise with Senior Officers within the Department of Water and Environmental Regulation and external departments in relation to statutory and non-statutory correspondence requests.
- Complete quality assurance and control processes and ensure the appeal documentation is completed and provided to the Minister for review and finalisation.
- Prepare Ministerial responses for the Appeals Convenor's review and authorisation and in line with relevant legislation.
- Assist with internal and external auditing enquiries and relevant matters.
- Ensure reporting and advice complies with the prescribed approval, content and risk frameworks and timelines.
- Record and track Office of the Appeals Convenor and Ministerial correspondence.

Acknowledgement of Country: The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders both past and present.



Strategic and Office Support

- Support efficient office operations by assisting with resource management, contracting, and procurement to meet strategic goals.
- Assist with managing and monitoring workflows and timelines for the Office, to ensure appeals processes are actioned in accordance with legislation.
- Provide executive support to the Director, Appeals Convenor and the Office, ensuring strong attention to detail in all correspondence.
- Support strategy development with the Director to enhance the efficiency and effectiveness of the appeals resolution process, improving timely, transparent outcomes in compliance with legislative frameworks.
- Act as the primary media contact for the Office, responding to media inquiries promptly and professionally, while discerning and controlling the dissemination of appropriate information with the approval of the Director.
- Assist in reviewing and managing the environmental appeals processes, ensuring adherence to best practices and legislative compliance.
- Enhance policies and procedures to incorporate best practices for appeal resolutions and team management.
- Maintain records management database and information systems in accordance with the Records Management Act.
- Develop and maintain the Appeals Coordination Manual, and templates.
- Support the Director to create training materials and deliver onboarding sessions for new staff on office appeals procedures.
- Publish and upload all approved and final documents to the Office of the Appeals Convenor website.
- Prepare all directed correspondence for the Appeals Convenor.
- Complete and reconcile the receipting and recording of all financial payments.
- Effectively use electronic diary management on a daily basis.
- Prioritises all matters, including incoming calls and correspondence and conflicting work schedules and demands including following up on outstanding matters.

Other


- Lead a small Administration team including the Support Officer who manages the diary of the Appeals Convenor and the administrative function outside of the Appeals Coordination role at the office.
- Develop, maintain and share working knowledge and expertise to improve and build capability across the Office of the Appeals Convenor, on behalf of the Director and the Appeals Convenor.
- Apply the guidelines and principles of the Western Australian Public Sector Code of Ethics and the Department's Code of Conduct within a framework of high ethical standards and behaviour.
- Perform duties in accordance with departmental policies, procedures, and relevant public sector legislation, act with integrity and demonstrates ethical behaviours aligned with the Department of Water and Environmental Regulation Code of Conduct and Values.
- Apply relevant safety procedures/guidelines and equal opportunity principles to work performance.
- Participate in ongoing training as required to maintain currency with legislation and support the effective delivery of the Appeals Coordinator role.
- Other duties as required and within the scope of capabilities.

Our people, our leaders, our values

At DWER, we see every employee as a leader. This belief drives our success. To support this, we have established clear [Leadership Expectations](#). For this role, you will be [Leading Others](#). Demonstrating the expected behaviours is crucial and aligned with the role's requirements.

Our culture is shaped by [values](#) created by our people. During the selection process, we will assess your ability to fulfil the role's responsibilities while upholding our values. We expect all employees to embody our values and showcase leadership in all aspects of their work.

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Requirements

Essential

1. Demonstrates ability to understand, interpret and apply legislation and policy to support government and organisational objectives.
2. Strong written communication skills with the ability to produce accurate and complex documents, with strong attention to detail.
3. Ability to negotiate, influence and communicate effectively with a diverse range of internal and external stakeholders including the ability to gain consensus and commitment from others and resolve issues and conflict.
4. Proven ability to lead a small team and work effectively with diverse professionals, while managing personal development and driving positive change.
5. Demonstrates strong initiative and the ability to deliver high-quality products and services within required timeframes.

Desirable

1. A keen interest in supporting environmental outcomes for our unique Western Australian environment and willingness to build competency in understanding the relevant processes and legislation (including environmental reforms).
2. Although not essential, a legal, business or environmental qualification would be highly regarded, along with previous experience in environmental appeals or related fields.

Special Requirements

Nil