

JOB DESCRIPTION FORM

Chief Operating Officer (Class 2) PCO05212

Division	Ombudsman	Location	Perth CBD
Branch	Corporate Development	Effective Date	August 2026

The role of the Ombudsman

The Parliamentary Commissioner for Administrative Investigations – more commonly known as the Ombudsman:

- **Protects People's Rights:** we give people a way to ensure they are heard when they feel they've been treated unfairly.
- **Improves Services and Build Trust in Government:** we can investigate how services are delivered and bring weaknesses to the attention of decision-makers. In doing so, we improve service delivery for all Western Australians.
- **Prevents Harm:** through death reviews, investigations and oversight of how organisations respond to allegations of child related harm, we identify opportunities to prevent deaths and strengthen the safety net around children.
- **Supports Vulnerable Communities:** we focus on people who are often overlooked or disadvantaged, ensuring their voices are heard and their needs are considered.

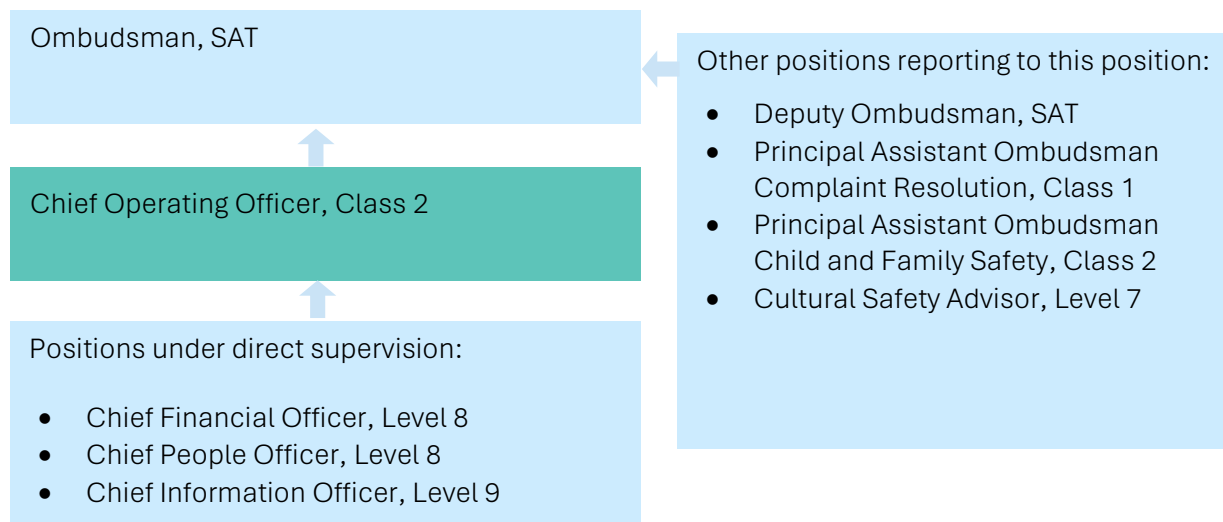
The Ombudsman also undertakes the role of the industry funded Energy and Water Ombudsman and is the Charitable Trusts Commissioner.

This position

The Chief Operating Officer is responsible for:

- Leading organisation-wide transformation to strengthen people, systems and operating models that deliver efficient, effective, and sustainable services.
 - Driving organisational performance by working with executive peers to align people, processes, and systems with risk-informed strategy attainment.
 - Leading corporate support programs that maximise government revenue, strengthen stewardship of public funds, and enable staff to use AI, data analytics and digital tools responsibly to improve insight, service quality, and ethical practice.
 - Communicating the public value of Ombudsman services to different audiences, including by effective performance reporting and evaluation activities that instil confidence in the way the office of the WA Ombudsman is performing its role in the community.
- 

Reporting relationships



Responsibilities of the position

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles. We are committed to building the leadership capability of our people and to support this we have adopted [Leadership Expectations](#).

Strategic Leadership, Stewardship and Organisational Performance

- Provide strategic leadership and advice to the Ombudsman and Executive Leadership Team on organisational performance, accountability, and organisational sustainability.
- Maintain an executive awareness of emerging trends, risks, opportunities, and challenges affecting OWA's operating environment and lead appropriate responses.
- Drive organisational renewal and transformation to strengthen operational effectiveness and position OWA to meet future challenges and opportunities.
- Champion and embed OWA's values of **Service, Integrity, Excellence and Progress** through organisational culture, leadership practice, decision-making and service delivery.

Organisational Capability, Governance and Business Improvement

- Ensure OWA's operating model, governance frameworks, systems and processes are effective, integrated and fit for purpose.
- Lead enterprise risk, assurance and business improvement activities to strengthen accountability, resilience and organisational effectiveness.
- Ensure OWA's workforce, technology, information and resources are aligned to support the delivery of statutory functions and strategic priorities.
- Promote the effective and ethical use of artificial intelligence, data analytics and automation to strengthen organisational insight, evidence-informed decision-making, service improvement and operational efficiency.
- Build organisational readiness to respond to legislative change and emerging organisational responsibilities.

Corporate and Enabling Services Leadership

- Provide executive leadership and accountability for OWA's corporate enabling services, including Finance and Management Reporting, People and Safety, Communications and all new and existing Information systems and assets.
- Lead funding submissions, budget strategy and government engagement to secure and sustain the revenue needed to deliver OWA's statutory functions and strategic priorities.
- Ensure corporate services are aligned to organisational priorities and support the effective delivery of statutory functions.
- Exercise stewardship of organisational resources to deliver efficient, sustainable and customer-focused services.
- Lead strategic corporate initiatives that improve service delivery, systems and business processes.

Stakeholder Engagement and Influence

- Build and maintain productive relationships with executive leaders, central agencies, government stakeholders and other key partners.
- Influence strategic decision-making through trusted advice, collaboration, negotiation and sound judgement.
- Represent OWA in engagements with government agencies, oversight bodies and external stakeholders on matters relating to organisational governance, capability and operational strategy.
- Foster partnerships that support innovation, organisational improvement and the achievement of strategic priorities.

Work related requirements (selection criteria)

Essential

- Proven executive leader with strong finance and commercial acumen to shape strategic direction, and discern and drive organisational performance.
- Proven experience leading people focused business improvement initiatives that strengthen organisational culture, effectiveness, and future readiness.
- Proven experience discerning how technology enabled workflows can improve organisational performance, service delivery, and evidence-informed decision-making.
- Proven experience engaging in complex accountability environments, exercising discerning judgement in stewarding risk, resources, and public accountability.
- Proven communicator with experience building trusted relationships with diverse communities and stakeholders, and influencing across sectors and organisational boundaries, using formal and informal authority.

The occupant of this position requires a satisfactory criminal record screening clearance (National Police Certificate).

Expected Leadership Behaviours

The leadership context for this position is [Executive Leader](#). While it is expected that the occupant will demonstrate all leadership behaviours for [Executive Leader](#) the following outlines those that are required to undertake this role:

- **Lead collectively** – You recognise your role in creating and supporting value for the future of all Western Australians.
- **Think through complexity** – You can deal with and consider many variables and make tactical and strategic decisions for the short and medium terms
- **Dynamically sense the environment** – You identify patterns, trends and connections between situations, and the impact of issues and strategy on your portfolio.
- **Deliver on high leverage areas** – You pursue with tenacity the high leverage priorities that are essential to OWA, key stakeholders and Western Australians.
- **Build capability** – You understand your role and responsibility for creating a healthy OWA culture and a productive sector culture
- **Embody the spirit of public service** – You proactively build a presence that shapes confidence in the OWA and the wider public sector
- **Lead adaptively** – You are continually learning and adapting your personal style and approach to be effective in new and challenging contexts and positions.

Qualifications

- A relevant tertiary qualification.

Conditions

The position is covered by the *Government Officers Salaries, Allowances and Conditions Award 1989* and the *Public Sector CSA Agreement 2024*.

Flexible working arrangements are available subject to the full functions of the office being completed.

Certification

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

OMBUDSMAN'S DELEGATE

Title	Ombudsman		
Signature		Date	20 August 2026