

# Information for Applicants



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## Our Story

Western Australian Treasury Corporation (WATC) is the State's central financial services provider. We care about the financial health of WA's public sector agencies and work with them to provide access to a comprehensive range of corporate finance, debt and investment, financial markets, risk management, and foreign exchange products and advisory services. Our work has enabled the financing of significant projects such as Optus Stadium, Shire of Broome Town Beach Redevelopment, and new helicopters for WA Police.

Since our inception in 1986 we have grown our client base to over 165 public sector clients, with total client debt growing to approximately \$50 billion.

Our core functions include to:

- borrow funds and lend those funds to clients (public sector agencies) through a range of debt funding structures;
- provide financial risk management services to clients;
- invest the State's and clients' cash surpluses; and
- provide advice to clients and the State.

## Working at WATC

Our **vision** is to be recognised as the best at providing financial solutions for the benefit of the Western Australian public sector.

In fulfilling our role as the central financial services provider for the State and our vision, our core **objectives** are to:

- provide high quality, cost-effective products and services to the Western Australian public sector;
- maintain ready access to domestic and international capital markets to ensure funds are raised to finance client borrowing needs in a cost-effective manner; and to
- optimise the performance of WATC in accordance with the WATC Act and the risk appetite of WATC's Board.

Our **values** shape our behaviours and define how we relate to each other, our clients and our community:

**Integrity** – We are open, honest and accountable; we adhere to the highest professional and ethical standards. We honour our promises.

**Partnership** – We work collaboratively with our stakeholders and colleagues towards achieving successful outcomes.

**Adaptability** – We challenge ourselves to think creatively and to continuously improve.

**Achievement** – We are engaged and focused on delivering valued outcomes for WA.

**Leadership** – We use our knowledge and experience to contribute to the long term benefit of WA.

## **Benefits**

We offer a wide range of attractive benefits to support individual needs.

### **Work Life Balance**

We understand that you have family and other personal commitments outside of work and we encourage a healthy work life balance through:

- ability to work from home up to two days per week;
- flexible start and finish times;
- rostered days off;
- part time hours;
- access to purchase additional leave; and
- ability to swap public holidays for days off that suit your needs.

### **Health and Wellbeing**

We want to enable you to live well, both at work and at home. Our health and wellness benefits include:

- 12.5 personal leave days per year;
- 2 wellbeing days annually
- 13 weeks' long service leave after 10 years' continuous service;
- 12 weeks paid primary parental leave and 6 weeks paid secondary parental leave, in addition to the Government Paid Parental Leave Scheme;
- free fruit delivered to the office twice a week;
- free access to a gym in the building;
- free access to group fitness classes in the building;
- discounted health insurance;
- free annual health checks, skin cancer checks and flu vaccinations; and
- mental health support through our Employee Assistance Program.

### **Learning and Development**

We are committed to your ongoing learning and development. Our support includes:

- 100% financial support for relevant tertiary education (conditions apply);
- AFMA accreditation;
- support for professional association membership;
- paid and unpaid study leave;
- acting opportunities; and
- professional and career development opportunities.

### **Newly Refurbished Offices**

Our offices, based in the centre of Perth's CBD, were fully renovated in 2020 and boast state of the art facilities with luxury end of trip facilities.

## Our Recruitment Process

We partner with Beilby Downing Teal to meet our recruitment needs. Beilby Downing Teal facilitate and coordinate our recruitment processes and are your primary contact for information about application. If you have any queries about the position you are interested in and our recruitment process, please contact **Denise Wetherall**, National General Manager on 0408 000 109, or email [dwetherall@beilbydt.com.au](mailto:dwetherall@beilbydt.com.au).

We want you to understand the technical expertise and organisational fit we are looking for, but we are also cognisant of ensuring a new role is the right fit for you. We consider recruitment to be one of the most important activities we undertake and we acknowledge it is a very important decision for you as well. As such, our process may include activities that you are not familiar with, including behavioural preferences and cognitive surveys, technical skills activities, and digital interviews.

## Recruitment Steps

Our current vacancies can be found on our website, [www.watc.wa.gov.au](http://www.watc.wa.gov.au) as well as Beilby Downing Teal's website [www.beilbydt.com.au](http://www.beilbydt.com.au).

Unless specifically stated, you must have **unrestricted Australian working rights** to be eligible to work at WATC.

You will be updated along the way during the recruitment process. A process can take between four and six weeks from the time you submit your application, so we ask for your patience.

### Your Application

To apply for a position at WATC, you will need to submit a current resume with a covering letter to Beilby Downing Teal on their website [www.beilbydt.com.au](http://www.beilbydt.com.au). This involves registering your information with Beilby Downing Teal, uploading your resume and cover letter and quoting the reference number. You will receive an email acknowledging receipt of your application.

### Application Review – First Screening

Your application will be forwarded to the hiring team from Beilby Downing Teal and considered as soon as possible after it has been submitted. The skills and experience you describe in your application will be compared with the selection criteria to determine if your application will be progressed to the next stage. If your application is progressed, Beilby Downing Teal will contact you to clarify your salary expectations and ensure they are aligned with the classification of the role. If your application is not progressed to the next stage, you will be notified by email.

### Second Stage Activities

If your application is progressed to the second stage, you might be asked to complete behavioural and cognitive surveys, undertake a technical skills activity and complete a digital interview. The information you provide through these tools will further inform the hiring team about what sort of role would suit you and how well your skills and experiences match the selection criteria. It is also another chance for you to showcase the skills and experience you have that relate to the role you have applied for.

### Behavioural and Cognitive Surveys

We use a tool called Predictive Index for our behavioural and cognitive surveys. You will receive two emails, one for the behavioural survey and a separate email for the cognitive survey. The behavioural

survey takes about 15 minutes to complete, but you have as much time as you need. The cognitive survey is a timed survey, taking 12 minutes, and it cannot be paused once it is started. It is important that you are in a quiet space where you won't be interrupted when you complete the cognitive survey.

### **Digital Interviews**

Our digital interviews typically consist of three to five questions, and you will usually have two to three minutes to respond to each question. You will be sent a link to the digital interview platform by email and be given instructions on how to record your responses. You will have time to prepare a response to each question before you record your response, and you will also have an opportunity to re-record your response if you wish. Before you complete the digital interview, ensure you have a good internet connection and use Google Chrome as the internet browser.

### **Interviews**

If your application is progressed further, you will be invited to an interview with the hiring team. At the interview you will be asked to provide examples that demonstrate your relevant skills and experience. We will also explore what you are looking for in an employer and how you like to work. Finally, it is an opportunity for you to decide if WATC and the role you have applied for is right for you.

### **Reference Checks**

If your application is progressed to the next stage, you will be asked to provide the contact details of two referees. Your referees will be asked questions that confirm the information you have provided throughout the recruitment process.

### **Your Employment Offer**

Upon obtaining two satisfactory reference reports, the hiring team will contact you to make an employment offer. The verbal offer will be subject to you obtaining a satisfactory National Police Clearance. It will also include details of your remuneration package and might include a discussion about a recommended start date.

If you're happy to accept the verbal offer, you will then be emailed an Offer of Employment letter and a draft Employment Contract. To accept you will need to respond by return email and confirm your start date.

## **Application Tips**

### **Writing Your Application**

Your application is our first introduction to who you are and is a key decision point in the recruitment process. The first stage of the recruitment process is based on the information you provide in your application, so it is important it is up to date and relevant. Read the advertisement and position description carefully before preparing your application. When preparing your application make it clear how your skills and experience relate to the advertised position and also how WATC's values align with your own personal values. We also recommend you ask someone to proofread your application prior to submitting it.



## **Your Covering Letter**

The covering letter is usually the first document our hiring team will read. Your covering letter should clearly state the position you are applying for and briefly outline why you are interested in the role and your suitability for the role.

Your covering letter should look professional, use positive language, contain no spelling or grammar errors and be tailored to the role. If possible, keep the covering letter to a single page.

## **Your Resume**

Your resume must be current, concise and outline your qualifications, skills and work history. Your resume should include:

- your name and contact details – address, phone number and email address;
- employment history, clearly stating position title, duration of employment and main responsibilities, listing the most recent position first; and
- education/qualifications, including dates, name of course or qualification and name of institution.

## **Digital Interview**

Completing a digital interview may be new for you, or you may have experience with different types of digital interview. Read the instructions carefully before you begin so that you understand how the digital interview will work. Remember to check that you have a good internet connection and that you are using Google Chrome as your internet browser. We recommend that you treat the digital interview as you would a face-to-face interview, so dress accordingly and be cognisant of what is in the background of your video. When preparing your responses we recommend that you consider how they relate to the requirements of the role.

## **Your Interview**

Before the interview review the advertisement and position. Think of examples you can provide to demonstrate the skills and experience you have that relate to the requirements of the role. Think about the things you do well and remember to talk about the role in the examples you present. You can also prepare for your interview by visiting WATC's website and reading about us. Finally, it is also important to think about what you are looking for from your employer and what conditions enable you to work at your best.

Make sure you get to the interview on time. Look up where you are going and how long it will take you to get there, making allowances for traffic congestion. You will be asked to check into our electronic reception kiosk and don't forget to check in to the Safe WA/ Services WA app at the building entrance. During the interview, don't be afraid to ask a clarifying question, or for a question to be repeated. The interview is not designed to be a test, rather it is an opportunity for us to learn more about each other. Relate your responses to the requirements of the role as much as possible. Be open and honest. Please feel free to ask us questions that will help you decide if WATC is the right place for you.

If you have any questions about the information contained in this document, please contact **Denise Wetherall**, on **0408 000 109**, or at [dwetherall@beilbydt.com.au](mailto:dwetherall@beilbydt.com.au).

**Thank you for your interest in WATC and good luck with your application.**

# Job Description

## Systems Support Officer

|                         |                                     |
|-------------------------|-------------------------------------|
| Business Unit:          | Corporate Treasury Services         |
| Reports to:             | Head of Corporate Treasury Services |
| Direct reports:         | Client Support Officer              |
| Permanent / Fixed Term: | Permanent                           |

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### WATC's Purpose

To provide financial solutions for the benefit of the Western Australian government sector.

### WATC's Strategic Objectives

- Provide high quality, cost-effective products, and services to the Western Australian government sector.
- Maintain access to domestic and international capital markets to ensure funds are raised to finance client borrowing needs in a timely and cost-effective manner.
- Ensure the efficient, sustainable performance of WATC in accordance with the risk appetite of the WATC's Board.

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### Position Objective

To oversee the maintenance and management of systems used by the Corporate Treasury Services business unit, the processing of transactions and the prioritisation and progression of initiatives to improve and expand the delivery of high-quality cost-effective products and services.

### Position Outcomes / Outputs

- Accurate recording of transactions within WATC's systems and in reporting to internal and external stakeholders including clients and WATC's management.
- Maintenance and remediation of system issues impacting the business unit, and business unit activities and initiatives, are managed within a framework that is consistent with WATC's governance framework for managing systems and initiatives and supports the delivery of high-quality cost-effective products and services. Consistent and reliable estimates for business unit resourcing needs across projects and initiatives.
- Business unit and client portfolio business plans reflect a comprehensive view of resourcing commitments across the business unit and ensures resources are allocated appropriately.

### Key Activities

- Supervise and direct the activities of the Client Support Officer to ensure they are completed to the required standard, within nominated timeframes and within WATC's governance and policy framework;
- Identify and support the training and development of the Client Support Officer by coaching, mentoring, and providing opportunities to build skills and capabilities;

- Provide advice to the Head of Corporate Treasury Services on the remediation and management of system issues impacting the business unit and resourcing impact of initiatives and projects;
- Develop a framework for the Corporate Treasury Services business unit to initiate, prioritise, progress and monitor initiatives and activities to deliver business development opportunities for the business unit and to deliver WATC's objectives. Regularly review and update the framework to ensure it remains aligned with organisational processes and practices. Provide advice and support to business unit members to manage initiatives within the framework;
- Promote a culture of collaboration and teamwork across the Corporate Treasury Services business unit and WATC more broadly;
- Coordinate the business unit activities required to maintain corporate systems and test system developments and upgrades, provide direction to business unit members and ensure tasks are completed as assigned and followed up and remediated where necessary;
- Embed a culture of continuous improvement amongst the Corporate Treasury Services business unit to improve efficiency and reduce operational risk of business unit processes. Oversee the review and updating of business unit processes and procedures by nominated process owners and experts;
- Oversee the process to identify and remediate system and reporting issues impacting the business unit, and seek the input and assistance of business unit members where necessary; and
- Other activities as assigned.

All Employees will be expected to engage in ongoing education activities relating to professional development and contemporary work practices. Employees are also required to understand the organisations risk appetite and comply with policies and guidelines.

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## Technical and Behavioural Capabilities

- Well-developed business knowledge of WATC's Treasury Management Solution and integrated systems;
- Sound understanding of and capabilities in business improvement practices;
- Sound knowledge of project management tools, process mapping tools and error logging tools;
- Sound understanding and capabilities in the development and execution of system test plans;
- Sound leadership, coaching and mentoring skills;
- Effective oral communication skills, including liaising with internal and external stakeholders;
- Is resilient and able to continue efforts despite difficulties or delays in achieving success;
- Challenge issues and raise objections constructively;
- Accepts responsibility and accountability for actions and projects; and
- Participate in a flexible work environment that facilitates productive working relationships.

## Values Based Capabilities

|               |              |
|---------------|--------------|
| Integrity:    | Leading Self |
| Partnership:  | Leading Self |
| Achievement:  | Leading Self |
| Adaptability: | Leading Self |
| Leadership:   | Leading Self |

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