

**DEPARTMENT OF EDUCATION WESTERN AUSTRALIA
JOB DESCRIPTION FORM**

Public Sector Management Act 1994	Salaries/Agreement/Award Public Service Award 1992 Public Service and Government Officers General Agreement 2014 or as replaced
Group: Schools	Effective Date of Document 31 July 2015
Region: Education Regions	
Branch: Educational Regional Offices	

THIS POSITION			
Title:	Coordinator Regional Operations		
Classification:	Level 7		
Position No:	Generic		
Positions under direct responsibility			
Title:	Classification:	Position No:	Number of FTE's Controlled:
Various			

REPORTING RELATIONSHIPS			
TITLE:	Deputy Director General, Schools		
LEVEL:	Special Division Band 2		
POSITION NUMBER:	00018864		
TITLE:	Regional Executive Director		
LEVEL:	Various		
POSITION NUMBER:	Various		
This position and the positions of:			
Title	Level	Position Number	
Various			

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CONTEXT

The Department of Education is Western Australia's largest employer with approximately one third of the Government workforce in some 800 worksites across the State. The Department's annual budget is approximately \$4.5 billion.

The major objectives of the Department are to achieve excellence in the public school system and to provide access for all Western Australian students to a quality education irrespective of their background or geographical location.

The Department is committed to achieving these objectives by:

- attracting and retaining a highly skilled and capable workforce
- supporting all learners to achieve their full potential, including those with special educational needs and interests
- ensuring all public schools maintain excellence in the quality of education and the teaching and learning environment.

The principles underpinning the Department's objectives for the public school system in Western Australia are:

- working collaboratively to achieve outcomes
- accepting responsibility and accountability for the achievement of outcomes
- enabling flexible, innovative and diverse work practices
- promoting confidence in the professional judgement of the Department's staff.

The Department operates within a framework of principles and values that are applied in all decision-making contexts. These are:

- a culture of learning and excellence
- an expectation of accountability and action
- a commitment to partnerships, professional collaboration and stakeholder involvement
- an environment in which diversity and equity are valued.

There are eight Regional Education Offices and various Local Education Offices in the State. Regional Offices and Local Education Offices are staffed as determined by the Regional Executive Director in accordance with local context and needs.

Staff in Regional and Local Education Offices are responsible for supporting schools in their regions by promoting system initiatives and providing support to enhance the educational outcomes of students in public schools.

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ROLE

The Coordinator Regional Operations:

- provides professional, administrative and operational support to the Regional Executive Director to ensure the effective management of the regional office, including day-day functions
- implements system-wide strategies and programs that provide support to schools
- coordinates communications with schools, networks and central office and liaises with the media and public relations in the wider community
- provides leadership to work teams
- manages the work of support staff in the regional office and, in the absence of the Regional Executive Director, assumes responsibility for the efficient and effective operation of the office
- is the first point of contact for schools in their dealings with the regional office
- works in conjunction with and alongside the Coordinator Regional Services
- establishes effective formal and informal liaison networks with other agencies, schools, the wider community, industry and political groups to assist in the development of a positive public image for the Department and the regional office
- ensures that the level of advice and information provided maintains and enhances the public profile of education
- is responsible for the customer service focus of the regional office, including handling of enquiries, concerns and complaints, relating to the regional office, schools or the Department in general
- facilitates professional learning, under the direction of the Regional Executive Director, at point of need
- monitors, reviews and reports on the performance and acquittal of the region's functions in meeting the Department's goals of supporting schools. (The regulatory frameworks of the Department provide a context for the evaluation and review function which plays a critical role in informing and advising strategic planning and development in central office)
- represents the Regional Executive Director and the Department on various committees and working groups and acts as executive officer to such groups as advised by the Regional Executive Director
- coordinates the preparation of briefings, support documents and reports for the Minister, the Regional Executive Director, senior executive and formal responses to queries and issues
- monitors and manages staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy
- manages staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.

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OUTCOMES

1. The operations of the regional office are managed efficiently and effectively in a manner that supports and enhances student outcomes within the region. A Business Plan is developed for the region in consultation with the Regional Executive Director, Assistant Regional Executive Director (where applicable) and school principals, and quality assurance processes which encompass human resource, financial and risk management activities are established.
2. Effective and efficient management of regional assets including buildings, property and information technology infrastructure is achieved. Associated contracts and service agreements are effectively and efficiently negotiated and managed.
3. Professional learning is facilitated, where required. Performance management systems and agreements are established for regional office staff. Service plans and agreements are implemented for all regional office staff accompanied by appropriately deployed resources.
4. Processes for the selection of regional school administrators and regional staff are managed effectively.
5. Principles of equal employment opportunity/diversity are maintained and adhered to within the region.
6. A customer service focus is maintained in the regional office. The profile of public education is enhanced as a consequence of inquiries from schools, community members and the media being addressed promptly, accurately and informatively.
7. Effective liaison is achieved with other government agencies, schools, the wider community, industry, the media and political groups so that they are informed about regional procedures, achievements and intentions.
8. Relevant and timely advice and information is provided to the Minister, senior executive and the Regional Executive Director on emerging trends, developments and issues at the regional level to inform local policy development and strategic planning.
9. Accrued leave of staff is managed effectively.
10. Performance management and development is delivered effectively.

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SELECTION CRITERIA

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capacity to transfer their knowledge and skills to achieving the outcomes of this position.

1. Leadership skills and the capacity to utilise them to promote a shared understanding of the role of regional office and contribute to the development of cooperative work teams.
2. Experience in managing a complex work environment: demonstrated capacity in financial management, general office management and human resource management, including performance management and disciplinary procedures.
3. The ability to plan and coordinate projects including the design and implementation of systems and quality assurance processes and monitor and review policy and program implementation to improve regional level support to schools.
4. Conceptual and analytical skills that demonstrate an ability to identify and analyse issues and generate appropriate strategies to address them including policy development and strategic planning skills.
5. Communication and public relations skills, including experience in liaising with the media and excellent written and oral communication skills.
6. Excellent interpersonal skills including an ability to work in a team environment; skills in negotiation, consultation and conflict resolution; and an innovative approach to problem-solving.
7. A good understanding of the need to establish and maintain productive relationships with the customer base of the regional office and a focus on the achievement of excellence in service delivery.

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ELIGIBILITY

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment; and
- obtain or hold a current Working with Children Check.

TRAINING

Employees will be required to:

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

CERTIFICATION

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

ENDORSED

DATE 31 July 2015
TRIM REF # D15/0283022