

Online Communication Support Officer

Service Design and Support

Position number	00031507
Agreement	Public Sector CSA Agreement 2021 (or as replaced)
Classification	Level 3
Reports to	Manager, System Services and Responses (Level 8)
Direct reports	Nil

Context

The Department of Education's strategic directions outline the commitment for every child, from Kindergarten to Year 12 to have access to high quality education underpinned by excellence in teaching and quality leadership. This is an education that meets the needs of the learner, preparing them for future success.

Statewide Services provides the services and supports required by schools to enable student achievement, with a focus on those students and schools that need it most. It encompasses both school and system-facing service delivery. While it primarily exists to support schools, it also has an important system-facing role supporting strategy and policy development.

Service Design and Support provides the shared functions and support needed to provide better services to schools. It also coordinates, implements and supports programs, initiatives, and special projects. Its purpose is to provide strategy, policy and program oversight and operational support to Statewide Services.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

- Provide administration and logistics support for Statewide Services events.
- Liaise with project managers to maintain and update the content of Statewide Services online communication platforms to promote the availability of professional learning opportunities, learning products and services.
- Provide promotional support for events by maintaining data systems, records management and registrations.
- Maintain Statewide Services online communication by reviewing content for consistency and accuracy prior to publishing.
- Undertake ongoing administration and maintenance of online platforms to ensure links are repaired and are current.

- Liaise with stakeholders and content owners for information on professional learning opportunities that can be promoted.
- Undertake administration of the Statewide Services registration system used to coordinate professional learning activities.
- Provide training on the Statewide Services online website and registration system.
- Support the Manager to provide a customer-focussed and accessible web service.
- Provide information to project managers on technology and software options available to achieve outcomes.
- Maintain current knowledge of trends and emerging issues related to web technologies and other online mediums.
- Maintain all documentation, including technical documentation, policies, guidelines and procedure manuals for the Department's online systems.
- Work within teams and across business units to ensure integrated service delivery to schools and the system.
- Work in a culturally responsive and context specific manner to productively and respectfully engage stakeholders.

Selection criteria

1. Demonstrated knowledge and understanding of content management systems and experience in managing and maintaining information systems, including websites and databases.
2. Demonstrated well developed organisational, analytical and problem-solving skills with the ability to prioritise tasks to meet deadlines.
3. Demonstrated sound skills in events management, including administrative, logistics and promotional support.
4. Demonstrated verbal, written and interpersonal communication skills with the ability to effectively liaise with stakeholders at all levels.
5. Demonstrated well developed keyboarding skills, including a working knowledge of databases, spreadsheets, word processing and experience in web technology.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- 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 responsibilities and other requirements of the position.

ENDORSED

Date 28 January 2022
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