

## Manager Capability Support

### Service Design and Support

<b>Position number</b>	00034543
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2021</a> (or as replaced)
<b>Classification</b>	Level 8
<b>Reports to</b>	Director, Service Design and Support
<b>Direct reports</b>	Various

#### 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](http://education.wa.edu.au) to find out more information about the Department of Education.

#### Key responsibilities

- Lead and manage system wide capability projects, including information management, digital technology and digital resources.
- Inform and contribute to high quality expert advice in relation to the Department's strategic directions and emerging national and international initiatives in education.
- Coordinate and support a consistent and rigorous approach to project management and risk assessment.
- Consult with internal and external stakeholders to establish and maintain effective partnerships and relationships with State and Commonwealth government agencies and other organisations.

- Lead, develop and manage digital learning strategies, programs and initiatives for schools to enhance service and provide relevant, easily accessible professional services and support for teachers and schools.
- Manage effective delivery of digital strategies, resources and online capability.
- Maintain strategic oversight of Statewide Services ICT requirements and provide expert advice to support the delivery of Statewide Services systems.
- Lead and manage the intellectual property and copyright requirements.
- Establish and manage contractors and project teams assigned to agreed reform and project initiatives of Statewide Services.
- Deploy project resources to ensure they are available to address the priorities of Statewide Services in delivering strategic directions, contractual obligations and other organisational priorities.
- Work within and across teams and business units to integrate service, support and advice to schools and the system.
- Work in a culturally responsive and context specific manner to productively and respectfully engage stakeholders.
- Manage the administrative and business functions of the branch, including allocating resources in accordance with business plans and maintaining control over relevant expenditure and budgets.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.

## **Selection criteria**

### **Implements and manages strategy**

- Translates strategy into operational goals and creates a shared sense of purpose within the business unit.
- Engages others in the strategic direction of the work area, encourages their contributions and communicates expected outcomes.
- Considers the ramifications of a wide range of issues, anticipates priorities and develops long term plans for the work area.
- Understands objective, critical analysis and distils the core issues.

### **Achieves results**

- Evaluates performance and identifies critical success factors.
- Establishes clear plans and timeframes for task implementation and outlines specific activities.
- Strives to achieve and encourages others to do the same.
- Monitors progress and identifies risks that may affect outcomes and adjusts plans as required.

### **Builds productive relationships**

- Builds and sustain relationships with a network of key people internally and externally.
- Recognises shared agendas and works towards mutually beneficial outcomes.
- Brings people together and encourages input from key stakeholders.

### **Exemplifies personal integrity and self-awareness**

- Acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints.
- Take personal responsibility for meeting objectives and progressing work; and commits energy and drive to see that goals are achieved.

- Persist and focuses on achieving objectives even in difficult circumstances.

### **Communicates and influences effectively**

- Confidently presents information in a clear, concise and articulate manner and translates information for others.
- Approaches negotiations with a strong grasp of key issues, having prepared well in advance.
- Anticipates the position of the other party and adapts approach accordingly.
- Encourages the support of relevant stakeholders.

### **Eligibility and training requirements**

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- 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  
Reference    D22/0045196