



Program Support Officer

Enterprise Governance and Business Intelligence

Position number	00032148
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 5
Reports to	Principal Consultant (Level 7)
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 their next step into the workforce or further education.

The Enterprise Governance and Partnerships Division drives high performance at a system level by providing senior leaders with visibility and assurance of system performance and improvement initiatives and confidence in the management of key external partnerships. We do this by:

- ensuring strategic responses and projects are delivered within expectations underpinned by quality project and program management methodologies
- improving oversight of high-level strategic priorities and projects through increased visibility and quality assurance
- aligning governance standards to the strategic significance and complexity of initiatives
- supporting evidence-based decision making through effective use of intelligence and data
- developing and maintaining effective partnerships to support strategic alignment and positive relationships both within and external to the Department, including with higher and international education stakeholders.

The Division's Enterprise Governance and Business Intelligence directorate provides oversight and assurance of the Department's strategic intent and operational priorities and supports the timely delivery of Government and Minister priorities. This includes an executive and governance services function that provides strategic advice, management, monitoring and support of the Corporate Executive and governance committees, to ensure compliance, enable decision making and provide assurance of system performance and improvement initiatives.

Visit [education.wa.edu.au](https://www.education.wa.edu.au) to find out more information about the Department of Education.

Key responsibilities

- Provide input into the development, implementation, and review of project and program management methodology for the Department as relevant to the strategic governance committees, including operations, systems and tools.
- Contribute to the development, coordination, review and evaluation of strategic education programs, projects and processes, including support for the Directorate's refinement of practices, to identify opportunities for improvement and to ensure timeliness and compliance with the Department's methodology, processes, procedures, obligations and requirements.
- Undertake research and analysis on education issues and trends and project proposals to identify opportunities for improvement and to ensure alignment to strategic directions and Department priorities.
- Provide advice and information to the strategic governance committees on reporting requirements and governance processes.
- Support the development and implementation of strategic education programs, projects, priorities and initiatives.
- Aid continuous improvement by providing support and guidance to policy and project managers on project management methodology as relevant to the strategic governance committees, including obtaining status reports from project managers.
- Work collaboratively with internal and external stakeholders to assist them in the development of strategic education programs, and projects that achieve their identified outcomes and comply with Departmental requirements.
- Support the development and promotion of effective working relationships.
- Prepare correspondence, speeches, reports, submissions and briefings on education related matters.
- Participate in working groups and committees concerning governance and compliance activities.
- Provide executive support to the strategic governance committees, including managing meeting processes and documentation; facilitating liaison between committees, subcommittees and working groups; and maintaining relevant records.
- Facilitate good public sector governance, including ensuring that compliance and decision-making processes are consistent with the Department's legal and policy obligations.

Selection criteria

1. Demonstrated well developed research, analytical and conceptual skills, including the ability to apply innovative and strategic thinking to achieve outcomes and support problem solving.
2. Demonstrated well developed written communication skills, including experience in the preparation of briefing notes, reports, policies and guidelines.
3. Demonstrated well developed oral and interpersonal communication skills, including the ability to undertake high-level consultations, collaborations and negotiations, build effective networks and work constructively as part of a team.
4. Demonstrated well developed organisational and planning skills, including a proven ability to prioritise tasks to meet conflicting deadlines.
5. Demonstrated experience in the delivery of a proactive, efficient and effective administrative and executive support service to strategic governance committees, including development of project and program governance processes.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 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 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

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

ENDORSED

Date 3 June 2025
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