



Project Support Officer

Enterprise Governance and Partnerships

Position number	00044974
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 4
Reports to	Director, Enterprise Governance and Business Intelligence (DEANE)
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.

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.

Visit education.wa.edu.au for more information about the Department of Education.

Key responsibilities

- Provide support, advice and information to the Director and other stakeholders on projects, programs and initiatives.
- Assess and resolve project queries and escalate issues as appropriate.

- Develop customer relations and effective working relationships with internal and external clients to support the provision of a quality service in delivering projects.
- Maintain databases and systems that record projects, programs and initiatives' progress, decisions, performance, solutions and issues.
- Monitor and review administrative support data, identify risks and provide statistical reports and recommendations on findings to senior management.
- Develop or modify resources to meet identified customer support needs.
- Assist with developing and delivering consultation sessions, meetings, workshops and training programs and preparing support materials.
- Work with other teams on shared priorities and initiatives to deliver integrated services and support to the Department.
- Assist with developing and updating policies, procedures and guidelines that meet Department requirements.
- Work within teams and across business units to ensure integrated service delivery to schools and the system.

Selection criteria

1. Demonstrated well developed verbal and interpersonal communication skills, including the ability to liaise effectively with a wide range of individuals at all levels.
2. Demonstrated well developed research, conceptual and analytical skills, including the ability to record and display data and develop solutions to problems and issues.
3. Demonstrated well developed written communication skills, including the ability to develop and deliver training programs and support materials.
4. Demonstrated well developed organisational and customer service skills, including the ability to contribute to team outputs and targets.

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
Reference D25/0280533