



## Executive Support Officer

### Service Design and Support

<b>Position number</b>	00034063
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2021</a> (or as replaced)
<b>Classification</b>	Level 3
<b>Reports to</b>	Manager, System Services and Responses (Level 8)
<b>Direct reports</b>	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](http://education.wa.edu.au) to find out more information about the Department of Education.

#### Key responsibilities

- Provide administrative support services to senior staff.
- Coordinate and prepare correspondence and briefing notes, travel and accommodation requirements, the scheduling of appointments and management of enquiries and requests.
- Liaise with a wide range of internal and external stakeholders on a diverse range of issues.
- Manage confidential and sensitive enquiries which require appropriate referral and timely responses.
- Administer and monitor Statewide Services and senior staff budgets, including the payment of accounts, monitoring of corporate card and travel expenditure.

- Conduct minor research and investigations into issues impacting Statewide Services.
- Manage and adjust information systems to facilitate accurate records and reporting.
- Initiate, establish and monitor office systems and databases.
- Organise meetings, workshops and conferences as required.
- Undertake minor project work to assist with progressing priority issues.
- 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 sound skills, knowledge and experience in the delivery of administration support services, including the ability to provide executive support to senior managers and administer and report on financial systems and budgets.
2. Demonstrated sound verbal and interpersonal communication skills, including the ability to establish and maintain working relationships and liaise effectively with senior managers, officers from other agencies and members of the public.
3. Demonstrated sound written communication skills, including the ability to prepare correspondence, minutes and briefing notes.
4. Demonstrated initiative and sound organisational skills, including the ability to identify priorities and meet conflicting deadlines.
5. Demonstrated sound research and problem-solving skills, including the ability to identify appropriate solutions.

### **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  
Reference    D22/0046270