



## Operations Officer

### Service Design and Support

<b>Position number</b>	00034064
<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

- Coordinate and facilitate full utilisation of buildings, conference and professional learning facilities and grounds, including marketing, bookings, provision of furniture, systems, vehicle fleet and equipment.
- Conduct inspections of buildings to ensure the specified standard of presentation, maintenance and repair is maintained.
- Assist with organising maintenance and repairs of facilities and assist with preparing and implementing the annual minor works and maintenance plan.
- Manage billing and financial recovery of facilities charges from internal and external users.

- Implement and maintains record-keeping systems and processes associated with the facility's functions.
- Assist the Facilities Manager manage and monitor expenditure on service contracts for security, cleaning and gardening.
- Coordinate the bookings for the vehicle fleet.
- Coordinate ordering, movement and installation of furniture and equipment.
- Liaise with service providers, contractors and stakeholders on facilities management, including consideration to health and safety legislation.
- 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 experience administering facility related services, including maintenance, marketing, bookings and coordination of the provision of furniture, systems, vehicle fleet and equipment.
2. Demonstrated well developed computer skills, including the ability to operate databases and software and to interpret and provide recommendations.
3. Demonstrated communication and interpersonal skills, including the ability to develop and maintain effective working relationships with internal and external stakeholders and contractors.
4. Demonstrated initiative and good organisational skills, including the ability to meet deadlines and identify priorities.
5. Demonstrated understanding of health and safety legislation as it relates to facilities and asset maintenance.

### **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            1 February 2022  
Reference    D22/0046467