



Training Officer

Service Design and Support

Position number	00034709
Agreement	Public Sector CSA Agreement 2021 (or as replaced)
Classification	Level 4
Reports to	Senior Project Officer, Professional Learning Systems and Evaluation (Level 6)
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.

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 to find out more information about the Department of Education.

Key responsibilities

- Undertake research, analysis and evaluation to inform and provide recommendations for systems, policies, and process improvements, and make appropriate changes in accordance with outcomes.
- Ensure approved event management initiatives are progressed and implemented effectively, including developing methods to evaluate and review the effectiveness of implemented initiatives.
- Provide effective communication and information processes to clients in relation to event management and business system reporting.

- Design, present and evaluate on-going event management training programs relative to policies, procedures and systems for Departmental staff.
- Ensure the content for event management policy, procedure, system hard copy and online documentation is aligned, complete and available.
- Liaise with stakeholders to identify areas where staff are unskilled in event management and develop training as required.
- Promote a positive and proactive customer focused service improvement delivery model for all staff.
- Monitor and evaluate customer education presentations to ensure accuracy of information provided and the specific business needs of clients are achieved.
- Liaise, collaborate and consult with clients and stakeholders on potential business process enhancements and business system usage and undertake preliminary research of options and opportunities.
- 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 skills, experience and knowledge of event management within an information systems context.
2. Demonstrated well developed verbal, written and interpersonal communication skills, including the ability to build positive relationships and to influence, facilitate and negotiate effectively with clients and stakeholders at all levels.
3. Demonstrated well developed analytical and conceptual skills with the ability to provide innovative solutions to problems.
4. Demonstrated well developed planning, organisational and time management skills, including the proven capacity to prioritise work, meet agreed targets and deliver agreed results in a timely, efficient and customer-focused manner.
5. Demonstrated ability to develop, deliver and evaluate training programs.

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 2 February 2022
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