



Consultant Intranet Services

Service Design and Support

Position number	00039387
Agreement	Public Sector CSA Agreement 2021 (or as replaced)
Classification	Level 5
Reports to	Principal Consultant - Intranet Services (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 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

- Assist with the development, implementation and management of intranet services business and planning activities.
- Provide specialist communications advice and support to allocated Statewide Services business areas.
- Provide executive support to groups and meetings, including providing recommendations for service improvements.
- Assist with the preparation of reports, including the interpretation and analysis of relevant data.
- Assist in the development and delivery of presentations and workshops, including preparing support materials.
- Collaborates with stakeholders on matters relating to implementation.

- 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 well developed verbal communication and interpersonal skills, and ability to establish and maintain effective working relationships with individuals at all levels.
2. Demonstrated well developed project management skills with the ability to contribute to team processes and outcomes.
3. Demonstrated considerable skills and experience in writing communications for a range of purposes and audiences including online environments.
4. Demonstrated well developed conceptual and analytical skills, including the ability to identify problems and generate strategies to address them.

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 D22/0060066