



Principal Consultant – Intranet Services

Service Design and Support

Position number	00039385
Agreement	Public Sector CSA Agreement 2021 (or as replaced)
Classification	Level 7
Reports to	Manager, System Services and Responses (Level 8)
Direct reports	Consultant Intranet Services (Level 5)

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

- Implement, coordinate and evaluate intranet services, initiatives, including strategic planning, development and implementation of intranet reforms and improvement strategies.
- Provide leadership and team management to staff, including allocating resources and work priorities to meet timelines.
- Develop, facilitate and implement quality assurance processes to support intranet services.
- Develop and coordinate policies, standards and procedures related to intranet services.
- Develop and implement communication strategies to inform key stakeholders on intranet services matters.

- Identify and analyse intranet services issues and identify opportunities for enhancement and improvement.
- Provide advice to Statewide Services staff on matters pertaining to the development and implementation of intranet services, including potential improvement of intranet services and delivery.
- Establish and maintain strategic and collaborative partnerships with key stakeholders across Statewide Services.
- Work collaboratively with key stakeholders across the Department to promote intranet services, policy and strategies.
- Represent Statewide Services on committees, working parties and steering groups.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.
- 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 highly developed strategic leadership and planning skills, including extensive experience in project management to deliver effective outcomes.
2. Demonstrated highly developed skills and experience in writing communications for a range of purposes and audiences.
3. Demonstrated highly developed oral, written and interpersonal communication skills, including the ability to build effective working relationships with stakeholders at all levels.
4. Demonstrated high-level conceptual and analytical skills, including the ability to identify innovative solutions to problems.
5. Demonstrated extensive skills and experience in achieving outcomes and delivering quality products and services consistent with customer needs and defined quality expectations.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- 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 D22/0046570