



Information Access Coordinator

Corporate Information Services

Position number	00041024
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 5
Reports to	Information Access Manager (Level 7)
Direct reports	Nil

Context

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information and communication technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of clients by providing value for money corporate services through skilled and motivated people. BCS aims to deliver services within an environment of standardised systems and processes.

The Corporate Information Services (CIS) Branch works to improve information quality, accessibility, reliability and security to support departmental business and is responsible for the provision of records management, system administration, Freedom of Information (FOI) and legal information disclosure and Library services.

Visit education.wa.edu.au for more information about the Department of Education.

Key responsibilities

Specialist Services

- In conjunction with the Information Access Manager, provide effective coordination of activities relating to enquiries and requests for information. This includes consultation with applicants, locating and assessing suitability of documents and interpreting the *Freedom of Information Act 1992*.
- Provide a comprehensive consultancy service to all Department staff on the requirements of the *Freedom of Information Act 1992* and assist them in responding to complex stakeholder enquiries.
- Consult with and seek specialist advice from the Office of the Information Commissioner on contentious matters.
- Assist with the co-ordination of subpoenas and orders to produce on behalf of the department, including the vetting and preparing of documents for court.
- Perform audits in conjunction with the Information Access Manager, and report on compliance with policies, guidelines and procedures.
- Identify staff training needs and assist in the development and delivery of education strategies in relation to Freedom of Information and information release obligations.

Branch Support

- Monitor and maintain practices to ensure compliance with the requirements of information and knowledge management as set out by Department business rules and the *Freedom of Information Act 1992*.
- Assist in developing initiatives and implementing programs to improve the accessibility of information.
- Provide support and assistance to ensure achievement of performance targets and standards within the team.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.
- Represent the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- Identify trends or issues in customer experience, provide solutions and assist in implementing resolutions.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated knowledge and understanding of the *Freedom of Information Act 1992*, and principles in relation to access to personal and government information.
2. Demonstrated ability in the development and delivery of training and education materials.
3. Demonstrated well developed analytical, research and problem-solving skills
4. Demonstrated well developed verbal and written communication skills including the ability to write clearly and concisely, prepare written reports and manage the output of quality information.
5. Demonstrated well developed organisational skills with the ability to manage workloads within competing time-frames.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 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 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 19 June 2025
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