



Senior Improvement and Communications Consultant

Infrastructure Delivery and Maintenance

Position number	00047693
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 6
Reports to	Manager, Capital Programs, Infrastructure, Delivery and Maintenance (Level 8)
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 Infrastructure Delivery and Maintenance directorate is responsible for the planning, construction and maintenance of the Department's schools and building facilities.

Infrastructure services include:

- school and facility planning
- capital works on new and existing schools
- maintenance of existing schools.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Prepare and review a wide range of correspondence and other communications on behalf of the Infrastructure Delivery and Maintenance directorate.
- Contribute to the planning and project management of Infrastructure Delivery and Maintenance projects and initiatives.
- Monitor Infrastructure Delivery and Maintenance correspondence, practices and risk mitigations.
- Maintain content for the intranet (Ikon) platform and other communications relating to Infrastructure Delivery and Maintenance.
- Ensure communications are compliant with Department policy, procedures and standards.
- Contribute to the development and implementation of business improvement frameworks to facilitate development of policies, processes and tools.
- Develop and provide feedback relating to business support and communication processes.

Project Management and Office Support

- Contribute to the operations of the Infrastructure Delivery and Maintenance directorate.
- Support the Department's strategic directions and business plans by having awareness of best practice, trends and issues concerning its core functions.
- Coordinate and manage continuous improvement projects to improve service delivery to customers.
- Build strategic alliances with customers, stakeholders and interest groups to enable development, acceptability and achievement of designated outcomes and to promote service capabilities.
- Draft and monitor correspondence on behalf of Infrastructure Delivery and Maintenance aligned to the Department's strategic directions and objectives.
- Provide support in the development and implementation of capability building strategies.
- Support the leadership group of Infrastructure Delivery and Maintenance with the development of communications content and materials, training and events.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and organisational goals and facilitate accomplishment of designated roles and deliverables.
- Monitor and report on compliance with relevant policies, procedures and standards of the Department and statutory requirements such as the Financial Management Act, Treasurer's Instructions and Public Sector Standards.

Customer and Stakeholder Management and Liaison

- Provide advice to stakeholders, including senior management, on matters relating to the Infrastructure Delivery and Maintenance directorate and its functions.
- Collaborate with, and provide information to, stakeholders on communications and business and processes.
- Engage with stakeholders to improve business processes, tools and staff capability.
- Develop and maintain effective communication links and working relationships with key internal and external stakeholders to ensure access to diverse specialist knowledge.
- Maintain a strong focus on customer service delivery and continuous improvement of services.

Selection criteria

1. Demonstrated highly developed skills and substantial experience in writing a variety of communications for a range of purposes and audiences.
2. Demonstrated highly developed research, analytical and problem-solving skills, including the ability to identify and implement potential improvements to business practices.
3. Demonstrated highly developed verbal communication and interpersonal skills to effectively liaise with key internal and external stakeholders and to build strong relationships.
4. Demonstrated highly developed planning and organisation skills, including a proven ability to identify priorities and meet deadlines.
5. Demonstrated highly developed project management skills.

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 22 October 2025
Reference D25/1160284