

Position description – Education Manager

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Job details

Position number:	7301	ANZSCO:	224999
Classification:	Level 6	Business Unit:	Member Experience
Leadership Context:	Personal Leadership	Report to:	Manager, Relationship Management & Education
Date updated:	14 January 2026	Direct Reports:	Nil

About the role

As an organisation, we incorporate our values into everything we do and support a diverse and inclusive work environment. We recognise that unique perspectives, ideas, and contributions help strengthen and build our team, which ultimately benefits our members.

GESB's purpose is to help members achieve a quality retirement. We do this by responsibly managing their retirement savings, delivering competitive long-term investment returns and offering relevant support so they can make informed decisions.

The Education Manager is responsible for financial education to members/prospective members and our employers across the range of GESB products and services, resulting in positive member engagement, experience & satisfaction. The Education Manager will actively contribute towards member growth and retention through the provision of member service initiatives including targeted member education that is delivered via a range of communication methods

Reporting to the Manager, Relationship Management and Education, you will be part of the Relationship Management and Education team, within the broader Member Experience business unit.

The Member Experience business unit is responsible for delivering positive experiences by providing members with information, products, and tools relevant to them wherever they are on their retirement journey

Responsibilities

The Education Manager:

Strategic Engagement Planning

- Contributes to the development of GESB's overarching strategic engagement plan and initiatives for employers and other key stakeholders
- Delivers high-quality educational seminars, webinars, and workplace information sessions to GESB members and prospective members, enhancing satisfaction and reinforcing GESB's reputation as a leading superannuation provider

Account Management

- Contributes towards achieving set annual targets for employer satisfaction and other relevant GESB performance metrics, proactively managing relationship efforts to meet or exceed expectations
- Drives the development and review of educational content across various mediums

Stakeholders & Communication

- Contributes to the development of strong relationships with WA Public Sector employers and stakeholders
- Collaborates effectively with peers in the Relationship Management & Education team, the broader Member Experience team, and other business units
- Proactively maintains and utilises Client Relationship Manager (CRM) and other relevant systems in accordance with established guidelines
- Advocates and supports members in using digital channels to transact, where appropriate

Initiatives & Continuous Improvement

- Supports the roll out of GESB initiatives to employers, members, and other relevant stakeholders, using these opportunities to strengthen engagement
- Champions continuous improvement initiatives to uplift the ways of working for the team, peers, partners (as applicable), and member and other stakeholder experience
- Identify opportunities to continuously improve our employer servicing and member education practices

Other accountabilities

- Maintains RG146 compliance through continuous professional development and by staying informed on contemporary issues, relevant legislation (current and upcoming, standards, and best practices to effectively support employers and stakeholders)
- Promotes and models behaviour consistent with GESB's values, Code of Conduct and the WA Public Sector Code of Ethics
- Operates within GESB's Governance Framework, relevant policies and procedures, and other legislative requirements in accordance with the role
- Performs other duties as required that support GESB's operations and strategic priorities

Leadership expectations

At GESB, we believe all our people are leaders and displaying leadership behaviours in the context of your role helps us achieve our purpose, vision and mission, while building a positive and supportive workplace.

Leadership Expectations provide a clear explanation of the expected leadership behaviours for all employees.

The leadership expectation for this role is Personal Leadership.

Leaders in this context make a direct and immediate difference to GESB. They work within a defined area of responsibility, and with personal accountability, to deliver results that support their team and the organisation to deliver our strategic objectives.

Work related requirements

- Highly developed communication and presentation skills, with proven experience delivering seminars, webinars, and workshops both in-person and digitally to diverse audiences
- Highly developed interpersonal skills, particularly listening and empathy
- Diploma in Financial Planning or tertiary qualification in related field is highly desirable
- Ability to convert complex technical information into simple easy to understand communications
- Experience in a similar role within the superannuation and/or financial services sector
- RG 146 compliant or working towards it
- Possession of current C Class driver's licence
- This position requires occasional work outside of standard business hours, including evenings and weekends, to meet operational needs



Special requirements

To be eligible for appointment to the **Western Australian public sector**, successful applicants must provide documentary evidence of their:

- **Date of birth**
- **Work eligibility in Australia:** Certificate of Australian citizenship, evidence of permanent resident status, an entitlement to live and work indefinitely in Australia (applies to permanent appointments) or temporary visa with entitlement to work (applies to fixed term appointments)
- **National Police Clearance:** successful applicants will be required to undergo a National Police Clearance at GESB's expense.
- **Essential qualifications:** as specified above

Acknowledgement of Country

GESB acknowledges the Traditional Owners of the land on which we stand. We pay our respects to Elders past and present. Through the waters we wade, the air we breathe, the lands on which we live and travel, we honour the presence of these ancestors. It's because of their strength and resilience that we continue to stay strong and connected to their culture.

Today, we walk proudly in the footsteps of those who came before us — the Whadjuk people of the Noongar Nation — and extend our respect to all Aboriginal and Torres Strait Islander peoples whose lands we travel across. When travelling, we acknowledge the Traditional Owners of the land we are on.