



Program Support Officer – Primary Extension and Academic Challenge

North Balga Primary School

Position number	00039236
Agreement	Department of Education (School Support Officers) CSA Agreement 2024 or as replaced
Classification	Level 2
Reports to	Manager Corporate Services (Level 4)
Direct reports	Nil

Context

There are eight Regional Education Offices staffed by a Director of Education, Coordinators Regional Operations, Coordinator Regional Services, administrative, support and professional staff. These officers are responsible for assisting schools and school networks in their region.

For more information see <https://www.education.wa.edu.au/organisation/contact>.

Primary Extension and Academic Challenge (PEAC) in the North Metropolitan Education Region (NMER) is managed by the regional office with oversight of eight host schools where programs are delivered and North Balga Primary School where the program administration is maintained.

Further information about North Balga Primary School is available on [Schools Online](#).

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

Key responsibilities

- Provide clerical and general administrative assistance to the North Metropolitan PEAC Coordinator and PEAC teachers utilising contextual knowledge of the program and delivery formats for the NMER.
- Coordinate the flow and recording of telephone calls, emails and other communications, and assist with the preparation of various types of correspondence, documents, booklets and reports.

- Provide operational program information to students, families, school communities, teachers and other stakeholders.
- Provide a high standard of record keeping in accordance with Department policies and guidelines.
- Assist with financial processes, including purchasing, GST coding, account preparation and processing, reconciliations, credit card reconciliation and preparation of financial reports in consultation with the host school,
- Maintain and administer the operation of student management systems, records and information systems relating to PEAC processes as undertaken in the NMER.
- Establish and maintain effective working relationships with internal and external stakeholders.
- Assist in managing the assets register and ensures adequate administrative and classroom resources are available to host schools
- Perform specific duties and basic research on extension program matters.

Selection criteria

1. Demonstrated sound knowledge and experience in providing effective administrative support, and the ability to problem-solve to facilitate critical processes.
2. Demonstrated sound experience in the use of computers and computer-based software programs, including good working knowledge of databases, spreadsheets, student management information systems and in generating reports and mail-outs in a timely manner.
3. Demonstrated good oral, written and interpersonal communication skills with the ability to liaise effectively with internal and external clients and operate constructively as part of a team.
4. Demonstrated good organisational skills with the ability to use initiative and to prioritise tasks to meet conflicting timelines.
5. Demonstrated sound knowledge of and experience in processing accounts, monitoring expenditure, receipting and balancing income and reporting in accordance with relevant legislations, policies and procedures.

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
- obtain or hold a current Working with Children Check
- 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 10 March 2026
Reference D26/0160990