



## Service and Project Officer

### Workforce Supply, Mobility and Reform

|                        |   |
|------------------------|---|
| <b>Position number</b> | 00043402  |
| <b>Agreement</b>       | Public Sector CSA Agreement 2021 or as replaced                       |
| <b>Classification</b>  | Level 5   |
| <b>Reports to</b>      | Principal Consultant, Workforce Supply, Mobility and Reform (Level 7) |
| <b>Direct reports</b>  | Nil   |

#### Context

The Staff Recruitment and Employment Services Directorate provides a human resource consultancy service to principals, line managers and staff in schools, central and regional offices.

Our team offer support with:

- the attraction, recruitment and appointment of quality staff
- position and salaries budget management
- case management of employees requiring placement
- the housing and transport of rural and remote staff.

For further information, please visit the [Department's website](#).

#### Key responsibilities

- Manage complex or escalated enquiries from stakeholders by providing advice and information on staff recruitment and employment matters, particularly those related to visas and international recruitment.
- Develop, implement and monitor service improvement processes that will support the branch in the delivery of timely and customer-focused recruitment and employment services.
- Assist with the development, implementation and management of effective strategies designed to attract and retain teachers and to promote teaching as a valued and respected profession.
- Support the Directorate to monitor, evaluate and refine strategies designed for workforce attraction and retention.
- Provide Senior Project Officers with professional advice and executive support on a range of attraction and retention projects, including project and finance administration.

- Assist with the preparation and delivery of reports and presentations, including the interpretation and analysis of relevant data.
- Collaborate with internal and external stakeholders on matters relating to attraction and retention strategies.

### **Selection criteria**

1. Demonstrated substantial knowledge and understanding of contemporary workforce attraction and retention strategies.
2. Demonstrated well developed project management skills, including project planning, budgeting, coordination, implementation and evaluation.
3. Demonstrated well developed written communication skills and the ability to analyse and interpret data and prepare reports.
4. Demonstrated well developed verbal communication and interpersonal skills, including the ability to communicate complex information, clarify issues and negotiate outcomes.
5. Demonstrated well developed conceptual and analytical skills, including the ability to identify problems and generate strategies to address them.

### **Eligibility and training requirements**

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance 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
- 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 March 2023  
Reference    D23/0992571