



Director, Business and Customer Services

Position number	00038089
Agreement	Public Sector CSA Agreement 2024 (or as replaced)
Classification	Level 9
Reports to	Deputy Director General Education Business Services (Band 2)
Direct reports	Manager, Payroll Services (Level 8) Manager, Finance Services (Level 8) Manager, Corporate Information Services (Level 8) Manager, Payroll Assurance and Compliance (Level 8) Manager, Information Privacy and Data Governance (Level 8) Manager, Business Support (Level 7)

Context

The Department of Education's strategic plan outlines the commitment for every child to enjoy a high quality of education. This is an education underpinned by excellence in teaching, quality leadership and pathways from Kindergarten to Year 12 to meet the needs of the learner in preparing them to take the next step into the world of work or further education.

The Education Business Services (EBS) Group 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 and commercial services; information and communication technologies (ICT); infrastructure; and business and customer services.

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of its customers 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. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisational to deliver high quality education.

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

About this position

The Director, Business & Customer Services is responsible for:

- ensuring the overall development and delivery of a high-level business and customer service to the Department and other education portfolio agencies such as the Commission of Children and Young People. These services include those defined in Service Level Agreements (SLAs) and delivered within the framework of the Directorate's values and customer-oriented service culture; and
- effectively communicating with staff at all levels within the Directorate and across EBS and ensuring clear and concise communication with executive leaders and staff across the Department and with external stakeholders.

Leadership Context

We have adopted the Western Australian Public Sector's [Leadership Expectations](#). These provide a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is **Multiple Area Leader**.

Key responsibilities

Leadership and Strategic Management

- Lead and direct the Directorate, which is a key function of the EBS Group.
- Lead and manage the development and implementation of strategic plans and policies to support the delivery of EBS business outcomes that are aligned with Department and Government priorities and objectives.
- Initiate, manage and coordinate reform activities to ensure continuous improvement in EBS functions, processes, business models and policies.
- Coordinate and guide EBS reform initiatives and implications for business process improvements in partnership with other areas of EBS, relevant committees and key stakeholders.
- Develop and implement development programs to enhance Directorate leadership and operational capabilities.
- Develop and implement best practice frameworks, systems and tools to support project and change management within EBS to enable effective organisational change.
- Promote and support cultural responsiveness that reflects expectations in the Aboriginal Cultural Standards Framework.
- Maintain, promote and model ethical practice and appropriate standards of conduct and behaviour that align with the values of the Department's Code of Conduct: integrity, equity, voice, truth-telling, teamwork, care and learning.

Whole of Government

- Build and maintain effective working relationships, partnerships, networks and forums with key internal and external stakeholders, including Government and non-Government agencies, unions, professional associations and special interest groups.
- Negotiate with other public sector agencies, the private sector and relevant stakeholders to achieve Department objectives.
- Provide information on EBS customer services processes and business capability matters to relevant stakeholders.
- Represent the Department at a senior executive level on external committees and working parties.
- Respond to requests for Ministerial and other Government requirements.

Department

- Advise the Deputy Director General and the Director General on issues relating to customer services and business capability.

- As a member of the EBS Executive Team, contribute to the ongoing strategic development and management of the Directorate, the Group and the Department, that ensures the achievement of Department, Group and Directorate objectives.
- Contribute to and support the work of other Executive Directors and Directors to enhance EBS customer service delivery.

Directorate

- Provide leadership in the coordination and management of operational services:- payroll, finance, taxation processing, credit card management, lease administration, debt recovery, asset recording and accounting, records management, library services and training and development.
- Ensure the provision of a highly effective and efficient customer advisory support service.
- Develop, implement and monitor strategies for delivering business and customer services that are responsive to the Department's reform initiatives.
- Initiate, coordinate and manage reforms to business processes and policies that are responsive and relevant to customer needs and the Department's strategic priorities.
- Provide leadership in the coordination of the development, implementation and evaluation of operational capability, business improvement and reform activities.
- Provide quality strategic advice, as required, to the Deputy Director General, the Director General, the Minister and Government on change management, business capability and improvement initiatives within the Directorate.
- Consult with and provide expert advice to staff, managers and leaders in planning and implementing Directorate reforms.

Accountability and Quality Assurance

- Lead research to identify trends and potential areas of risk and provide advice on emerging issues impacting on the Department's performance and corporate obligations, identifying opportunities for reform.
- Contribute to the development and maintenance of the Department's accountability framework, in particular for customer services and business capability requirements.
- Work with the Corporate Executive, other Executive members and Principals to achieve enhanced customer services and business capability.
- Establish and maintain customer service standards and processes.
- Develop a culture of continuous improvement and best practice within the Directorate, ensuring transparency in reform processes.

People Management

- Promote cultural changes and practices that reflect the Department's operating principles and values, to enhance customer service and deliver agreed outcomes.
- Promote a collaborative approach to the development and delivery of customer services and business capability enhancing initiatives.
- Oversee effective processes for employment within the Directorate, ensuring principles of equity and equal employment opportunity are adhered to at all times.
- Implement performance management, foster ongoing professional development and ensure opportunities are provided to maximise staff capabilities.
- Establish a leave management plan and manage employees' leave entitlements in accordance with relevant Industrial Instruments and Department policy.
- Model the importance of health, safety and wellbeing and lead compliance with the health and safety policies of the Department in accordance with the *Work Health and Safety Act 2020*.

Resources Management

- Manage the Directorate's budget to ensure expenditure is sufficient and contained within required parameters linking to identified needs.

- Oversee financial management, human resources management and risk management relating to the delivery of services, projects and business activities.
- Deploy internal and external resources to ensure completion of projects to approved scope, budget, time and quality and that services are provided efficiently and effectively.
- Monitor and review the effective use of physical, financial and human resources to achieve key performance outcomes.

Selection criteria

The selection process includes assessing applications against the role specific requirements of the position which include the ability to demonstrate how applicants apply the expected behaviours (listed below). The process also takes into account the needs of the Department and availability of suitable applicants.

Role specific requirement	<ul style="list-style-type: none"> ○ Demonstrated substantial experience and success leading corporate services functions and delivering system-wide business and customer services within a large organisation.
Lead collectively Seek and build key relationships, work together and focus on the greater good.	<ul style="list-style-type: none"> ○ You actively create shared thinking across your business areas and domain of expertise. ○ You seek to align your strategy with other business areas in the agency and with sector wide strategy and objectives.
Think through complexity Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.	<ul style="list-style-type: none"> ○ You navigate the consequences and risks of your decisions, acknowledging both internal and external impacts on your business areas. ○ You proactively define, support and implement risk management strategies in your business areas. ○ You are mindful of opportunities to continuously improve and align risk management processes with the agency's processes.
Dynamically sense the environment Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.	<ul style="list-style-type: none"> ○ You acknowledge societal, political and economic trends – both internal and external to your work environment – likely to impact your operations and ability to deliver results in the short term. ○ You recognise the importance of professional networks and actively seek to build relationships that support your efforts to achieve the goals of your business areas.
Deliver on high leverage areas Identify priorities, pursue objectives with tenacity and be resilient in the face of challenges.	<ul style="list-style-type: none"> ○ You identify strategic priorities for the business areas you lead. ○ You demonstrate personal resilience in the face of challenges to deliver operational excellence and value for your business areas. ○ You are open to new opportunities that support your efforts of continual improvement for your business areas, carefully considering advantages and disadvantages before embarking on change initiatives.
Build capability Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.	<ul style="list-style-type: none"> ○ You empower individuals to lead their own development journey with the support of their leaders. ○ You are aware of the capability needs in your business areas and proactively build internal capability.

	<ul style="list-style-type: none"> ○ You understand your role and responsibility for creating a healthy culture in your business areas, contributing to a productive agency and sector culture.
<p>Embody the spirit of public service Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.</p>	<ul style="list-style-type: none"> ○ You display and embody the spirit of public service in all of your decisions, interactions and professional activities. ○ You implement systems and processes to support excellent corporate governance across your areas and proactively identify potential reputational risks and/or areas of non-compliance.
<p>Lead adaptively Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.</p>	<ul style="list-style-type: none"> ○ You actively modify your style to engage and influence others to deliver results. ○ You regularly seek feedback on your performance and practices, acknowledging the importance of feedback and taking appropriate action when required. ○ You support change initiatives and recognise your role in leading change effectively across your business areas.

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.

DIRECTOR GENERAL

Signature 

Date 13/03/2026