



## Project Support Officer

Organisational Design, Development and Planning

<b>Position number</b>	00040144
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2024</a> (or as replaced)
<b>Classification</b>	Level 3
<b>Reports to</b>	Principal Consultant, Workforce Career Structure (Level 7)
<b>Direct reports</b>	Nil

### Context

Our People Services division is dynamic and continually evolving to ensure the Department has the best capability to deliver on the needs of all Western Australian students. Our People Services team are responsible for the provision of a range of human resource functions and workforce strategic planning including:

- industrial and employee relations
- workers' compensation, injury management and occupational safety and health
- recruitment and employment services
- strategic human resource planning
- workforce planning and policy
- workforce strategic initiatives.

The Organisational Design, Development and Planning directorate provides:

- leadership, planning and implementation of key strategic human resource initiatives and projects, including equity and diversity initiatives
- advice, guidance and support on organisational design and development
- workforce planning and human resource data analytics, intelligence and reporting to support decision-making by Department staff.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

### Key responsibilities

- Develop, maintain and monitor databases, reconcile records and analyse data information to meet reporting and operational obligations relating to the Level 3 Classroom Teacher and Senior Teacher projects effectively and efficiently.
- Quality assure and audit project records to ensure client information, application processes and reporting systems are accurately maintained to ensure operational requirements.

- Prepare correspondence to inform applicants of the respective project's progress and outcome.
- Provide general information to clients on administrative and operational processes and procedures via the telephone, in person and in email.
- Manage confidential and sensitive matters which required appropriate research, referral and timely responses.
- Develop and maintain effective communication links and working relationships to internal and external clients and stakeholders.
- Assist in the maintenance and updating of project information on Departmental Ikon websites.
- Provide administrative support and contributes to initiatives and projects relevant to the Workforce Policy branch.
- Maintain a focus on customer service delivery and continuous improvement of services.

### Selection criteria

1. Demonstrated sound oral and written communication and interpersonal skills, including telephone communication skills, ability to liaise with individuals at all levels and provide service to clients.
2. Demonstrated knowledge and considerable experience in the delivery of project-based administration support services.
3. Demonstrated ability to initiate, develop and maintain effective partnerships with a range of clients and stakeholders.
4. Demonstrated well developed keyboarding and computer skills including updating website information, sound data management skills including experience and accuracy in using databases, spreadsheets, Microsoft Access and human resource information systems and in recording, analysing, interpreting and reporting on data.
5. Demonstrated research, case coordination, conceptual, analytical and problem solving skills with the ability to use initiative to identify priorities and meet conflicting deadlines.

### 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 25 March 2026  
Reference D26/0247963