



Support Officer

Organisational Capability

Position number	00048132
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 3
Reports to	Principal Consultant, Organisational Capability (Level 7)
Direct reports	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, strategy planning and policy
- workforce strategic initiatives
- workforce capability development and learning strategy.

The Organisational Design, Development and Planning directorate provides:

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

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

Key responsibilities

- Provide administration and logistics support to organisational capability development programs and workshops and ensure the collation and maintenance of document management activities.
- Provide effective and responsive administrative support to achieve outcomes and objectives.

- Assist in preparing project plans, processes, reports, support materials and monitoring systems in accordance with Department policies, standards and guidelines.
- Coordinate data entry and management, monitoring and reporting related to key performance indicators for organisational capability development interventions.
- Administer and monitor the budget, including the payment of accounts, monitoring of expenditure and reporting as required.
- Provide support to management meetings, planning initiatives and workshops.
- Respond to enquiries to ensure a responsive and customer focused service is provided to stakeholders.
- Research and provide information to senior management on modern trends and issues in attendance and operational aspects of organisational capability development programs.
- Manage and update project databases and website information and prepared reports.
- Develop and maintain effective relationships with various stakeholders to achieve project outcomes through administration and coordination support.
- Participate in the investigation, analysis and resolution of issues relating to projects, tasks and business improvement initiatives.
- Work within teams and across business units to ensure integrated service delivery to schools and the system.
- Work in a culturally responsive and context specific manner to productively and respectfully engage stakeholders.

Selection criteria

1. Demonstrated skills and experience in providing administrative and project management support.
2. Demonstrated sound written and verbal communication and interpersonal skills, including the ability to work within a team environment and liaise effectively with a wide range of individuals at all levels and in a variety of contexts.
3. Demonstrated experience in purchasing, processing accounts for payments and monitoring expenditure for a work unit.
4. Demonstrated well developed computer skills, including the ability to create, operate, and manipulate databases and spreadsheets for reporting purposes.
5. Demonstrated initiative and sound organisational skills, including the ability to manage a diverse workload and meet competing 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 17 March 2026
Reference D26/0234108