



Senior Consultant, Systems

Work Health, Safety and Wellbeing

Position number	00048187
Agreement	Public Sector CSA Agreement 2024 (or as replaced)
Classification	Level 6
Reports to	Principal Consultant (Level 7)
Direct reports	Nil

Context

The Department's Work Health Safety and Wellbeing Directorate comprises two branches: Safety and Staff Wellbeing and Employee Support Services. The Directorate is responsible for ensuring that legislative frameworks are complied with and that employees' mental health and wellbeing are supported. It provides strategic and operational advice to the Minister, Director General, school leaders and line managers on a range of matters including:

- workers' compensation
- injury management
- work health and safety (WHS)
- staff wellbeing
- employee assistance and mediation programs.

Safety and Staff Wellbeing handles WHS and psychosocial safety and wellbeing (PSW) functions for the whole Department.

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

Key responsibilities

Specialist Services

- Coordinate and provide support and advice to end users on more complex systems enquiries and liaise with the Systems Support Officer as required.
- Analyse business processes to identify opportunities for improvement and design, develop and implement new and enhanced processes for WHSW systems and applications.
- Manage the compliance reporting, data extraction and analytics to identify key trends for reporting purposes and requests, as required.
- Plan and manage system administration, contract management and access control processes, business assistance and support services to customers and client agencies, supporting project and research based activities.

- Lead the review of programs, system processes and implementation of enhancements and coordinate the development and testing of enhancements.
- Monitor, analyse and evaluate system scheduling, system access and utilisation, and provide recommendations for improvements and to resolve issues.
- Oversee the preparation of training materials, procedures and guidelines and the development and delivery of system training programs to support end users at schools and in central office.
- Contribute to the maintenance and development of WHSW systems related services in Ikon (the Department's intranet).
- Provide assurance through monitoring and reporting of system activities.

Management and Branch Support

- Assist in ensuring compliance with Department policies, procedures and standards.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and WHSW goals and facilitates accomplishment of designated roles and deliverables.
- Participate in performance management activities to ensure development meets personal goals and business needs.
- Contribute to projects and initiatives relevant to the Branch.
- Represent the Branch, as required, on committees and working parties.

Client and Stakeholder Management

- Foster a team-based culture and promote continuous improvement and performance in customer support.
- Provide advice and insights to the Manager, Senior Managers and other key stakeholders in relation to WHSW systems and applications.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Establish and maintain collaborative working relationships and effective communication links with internal and external stakeholders to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated well developed knowledge and understanding of WHS legislation, standards, risk management and best practice methodologies.
2. Demonstrated well developed interpersonal skills to undertake consultation and collaboration and to build effective relationships with key internal and external stakeholders on WHS systems and compliance issues.
3. Demonstrated well developed written communication skills, including experience in contributing to reports, briefing papers and responses to Senior Executive and/or Ministerial/Parliamentary requests.
4. Demonstrated well developed analytical and problem solving skills to provide innovative solutions to complex problems and continuous improvement activities.
5. Demonstrated skills and experience in developing and delivering training programs.

Eligibility and training requirements

Employees will be required to:

- hold relevant tertiary qualification in a relevant field or equivalent substantial experience
- 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 27 March 2026
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