



## School Helpline Operator – Special Projects

### WA Student Assistance Program

<b>Position number</b>	Generic
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2022</a> or as replaced
<b>Classification</b>	Level 4
<b>Reports to</b>	Principal Consultant, School Helpline Coordinator – Special Projects (Level 7)
<b>Direct reports</b>	Nil

### Context

State and system strategy, policies and projects are designed with a focus on student achievement for all.

The School Helpline Operator - Special Projects works as part of a team to implement and support programs, initiatives, and special projects and aims to deliver services within an environment of standardised systems and processes relevant to particular programs, initiatives, and special projects.

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

### Key responsibilities

- Provide administrative support for special projects, including maintaining records and databases, correspondence management and the preparation of resources.
- Manage customer enquiries from claimants, principals and other stakeholders by providing advice and information on project matters, including eligibility and assessment of applications.
- Develop and maintain positive working relationships with internal and external stakeholders that promote the project.
- Coordinate, implement and monitor administrative systems and undertake processes for the delivery of timely and customer-focused services.
- Gather, record and analyse customer enquiry data to inform future service planning and reporting.
- Assist in the preparation of Ministerials, briefing notes, reports, submissions and correspondence.

## Selection criteria

1. Demonstrated well developed written, verbal and interpersonal communications skills, including the ability to liaise effectively with a wide range of individuals at all levels.
2. Demonstrated well developed research, conceptual, analytical and problem solving skills, including the ability to provide innovative thinking and present strategies to solve problems.
3. Demonstrated well developed skills in data management, statistical analysis and in presenting and reporting of data and other information.
4. Demonstrated well developed organisational skills with the ability to coordinate human resources projects or strategies.

## 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 21 June 2024  
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