



Exceptions and Exclusions Supervisor – Special Projects

WA Student Assistance Program

Position number	Generic
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 5
Reports to	Principal Consultant, School Helpline Coordinator – Special Projects (Level 7)
Direct reports	Nil

Context

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

The Exceptions and Exclusions Supervisor - 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.

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Key responsibilities

Specialist Services

- Assist in developing and implementing protocols for exclusion and exception processes.
- Ensure processing activities are delivered accurately and comply with industrial instruments, legislation, policies and procedures.
- Maintain quality assurance processes to identify and regularly report on application activities and statistics.
- Maintain records and relevant information databases in accordance with the Department's Record Keeping standards.
- Undertake research to identify and analyse data from applications and prepare reports which contribute to developing processes and procedures.
- Monitor and review operational processes to identify, develop and implement continuous improvement initiatives.

Branch Support

- Provide a comprehensive training function, lead, coach and supervise the team to undertake processes and activities which includes identifying and resolving exception and exclusion related issues.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and Branch goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.
- Represent the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- Coordinate and monitor the activities of the team to provide a quality service to clients in accordance with established Key Performance Indicators.
- Develop and maintain effective working relationships with internal and external clients.
- Provide timely and accurate information, consultation and advice to internal and external stakeholders.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated well developed management skills, including experience in leading and motivating a team in a high workload environment.
2. Demonstrated well developed communication and interpersonal skills, including the ability to effectively consult and negotiate with key stakeholders and prepare written reports and briefings.
3. Demonstrated knowledge of and extensive experience in operating complex systems and the ability to apply industrial instruments, legislation and policy related to relevant activities.
4. Demonstrated well developed research, conceptual and analytical skills and the ability to provide innovative solutions to support continuous improvement.
5. Demonstrated well developed organisational and project management skills and ability to coordinate and deliver outcomes in agreed timelines.

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 18 June 2024
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