



Principal Consultant, School Helpline Coordinator – Special Projects WA Student Assistance Program

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| Position number | Generic |
| Agreement | Public Sector CSA Agreement 2022 or as replaced |
| Classification | Level 7 |
| Reports to | Assistant Executive Director – Special Projects |
| Direct reports | School Helpline Operator – Special Projects (Level 4) Exceptions and Escalations Supervisor (Level 5) Exceptions and Escalations Officer (Level 4) |

Context

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

The Principal Consultant, School Helpline Coordinator - 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 to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Provide leadership in managing the development, implementation, maintenance and evaluation of strategic policy, guidelines and procedures for project operations.
- Quality assure operational and school helpline transactions in accordance legislation and Department policies.
- Monitor, evaluate and review processes, procedures and systems and prepare reports on performance.
- Undertake research, analysis and planning for initiatives, strategic projects or policy frameworks aligned with critical issues, trends and best practice.
- Provide high-level advice to the Manager and senior officers of the Department to assist with informed decision making.
- Prepare complex correspondence and briefings, including responses for Ministerial correspondence, parliamentary questions, information briefings, support documents and reports.

Management and Branch Support

- Contribute to the management of the Branch.
- Manage and lead operational systems strategies and practices across multi-business areas within BCS to meet or exceed quality, cost and time-related performance standards.
- Provide leadership, direction, support and guidance to the project teams and contribute to the development and implementation of project strategies and initiatives.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Department policy.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and Education Business Services 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 Management and Liaison

- Address and resolve complex issues of conflict and dissatisfaction between the Branch and its clients.
- Establish and maintain effective working relationships across sectors, schools, regions and central office and promotes a customer-oriented service culture with client agencies and 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 highly developed leadership, strategic planning and change management skills and ability to coordinate and deliver strategic outcomes.
2. Demonstrated substantial knowledge and understanding of contemporary issues and trends relating to managing systems and services.
3. Demonstrated high-level conceptual, analytical, problem solving and risk management skills and experience in leading improvements and providing innovative solutions to strategic and complex problems and issues.
4. Demonstrated highly developed communication and interpersonal skills, including the ability to undertake high-level consultations, collaborations and negotiations.
5. Demonstrated highly developed organisation skills, including a proven ability to develop and implement processes to facilitate monitoring and reporting on the delivery of new initiatives.

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
Reference D24/0485102