



Senior Community Education Officer - Level 5 (GRS26045)

Group:	Consumer Protection and Legal Services	Location:	Perth - 140 William St
Division/Directorate:	Consumer Protection	Supervises:	0
Branch:	Community and Media Engagement	Reports to:	Strategic Communications Coordinator
Section:	NA		

Operational Context

Consumer Protection is responsible for promoting fair trading and consumer protection in Western Australia. The Community and Media Engagement branch connects Consumer Protection with the WA public and its stakeholders through a diverse range of communication channels. The branch leads community education campaigns, presentations and events, along with media relations.

Role Overview

This position is responsible for developing and implementing of a range of education and information programs, including delivering presentations and organising Consumer Protection attendance at events. It prepares educational materials; promotes awareness of and access to Consumer Protection services and promotes targeted educational information specific to the needs of the Division and its stakeholders.

Building Leadership Impact as a Leader of Others

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles. Leadership in this position is about delivering high-quality work as a specialist in their domain of expertise, balanced with a focus on training, motivating and enabling others.

Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Develops, delivers and maintains educational materials and strategies for the Division, focusing on priority areas in line with the Consumer Justice Strategy.
 - Represents the division at relevant meetings and working groups, and presents at community events, presentations and in the media as required.
 - Provides advice on Consumer Protection education and community engagement matters.
 - Plans, organises and coordinates Consumer Protection attendance at events and expos.
 - Disseminates educational information through identifying and leveraging suitable channels.
 - Builds and maintains effective relationships with key internal and external stakeholder groups.
 - Contributes to community and trader engagement activities for the Division, focusing on priority areas in line with the Consumer Justice Strategy.
 - Undertakes occasional travel to regional and remote areas and occasionally works outside normal business hours when required.
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Corporate Responsibilities

The following outlines departmental responsibilities:

- Acts ethically and supports others to do the same, in line with the departments Values and the Code of Conduct.
- Takes reasonable care to protect your own safety, health and wellbeing at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all applicable work health and safety laws.

- Performs other duties as directed.
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Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Demonstrated experience in developing and delivering targeted educational material to diverse audiences, both face to face and online.
- Demonstrated project management skills.
- Demonstrated experience managing campaigns, identifying and leveraging suitable channels to amplify educational information.
- Demonstrated excellent interpersonal, verbal and written communication skills, including the ability to deliver presentation material to a range of audiences, build and maintain positive relationships with external stakeholders.
- Demonstrated high level event management skills, including the ability to represent the business area at expos and other events.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Leader of Others - Knowledge](#), the following outlines those that are required to undertake this role:

- **Lead Collectively** - You link the work of your team and your domain of expertise to the agency's objectives and can explain this linkage clearly to others.
 - **Think Through Complexity** - You support your team or work group to take a solutions focused approach, intervening only when necessary with technical knowledge to ensure application of robust knowledge and customer orientation.
 - **Dynamically Sense The Environment** - You approach your team, colleagues and work environment with a positive and open mind, acknowledging that your approach may not be the only effective approach.
 - **Deliver on High Leverage Areas** - You model healthy work practices and encourage behaviours that foster a healthy culture.
 - **Build Capability** - You embrace a diverse team and draw on the unique strengths of each member.
 - **Embody The Spirit of Public Service** - You embody the spirit of public service by displaying empathy and compassion, integrity and humility.
 - **Lead Adaptively** - You seek to develop your self awareness, reflecting regularly on your approach, strengths, weaknesses and blind spots.
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This position reports to:

Strategic Communications Coordinator

Position No: 00000288 Classification: L6

Positions reporting to this Role:

This position has no direct reports

Position Conditions:

The following outlines pre-employment assessments and ongoing conditions and requirements:

- Nationally Coordinated Criminal History Check
- Working with Children Check
- Current Western Australian C or C-A class drivers licence or equivalent

Approved Date

03-JUN-2026