



## Job Description

<b>Position Title:</b>	Senior Community Education Officer	<b>Classification:</b>	Level 6
<b>Position Number:</b>	00017085	<b>Location:</b>	Perth
<b>Division/Group:</b>	Industry Regulation and Consumer Protection	<b>Supervises:</b>	6
<b>Branch/Section:</b>	Strategic Development	<b>Reports to:</b>	General Manager Strategic Development

### Operational Context

Within the Industry Regulation Group, the Retail and Services Directorate is responsible for directing community education, dispute conciliation, compliance and enforcement to effectively detect, deter and remedy improper practices relating to retail and service industries by the Consumer Protection Division.

### Role Overview

The Senior Community Education Officer leads and coordinates a range of educational activities and information projects to the community and industry, to improve consumer protection outcomes in Western Australia.

### Role Responsibilities

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

- Manage and coordinate the development, implementation and evaluation of community education and community engagement policies and programs that improve consumer protection outcomes in Western Australia.
- Manage and coordinate the development, implementation and evaluation of community education and community engagement strategies and plans.
- Promote the inclusion of consumer protection information into other education and training (Department of Education and Training, TAFE and Tertiary Institutions) activities
- Prepare complex written material including reports and briefing notes as well as educational material.
- Manage the human, financial and physical resources of the team and provides strategic leadership in the development of staff.
- Contribute to branch and divisional strategic and operational planning activities.
- Provide and coordinate the provision of, high level advice on consumer protection education and community engagement matters.
- Manage multiple projects including events, campaigns and the production of digital and hard copy collateral.
- Establish and maintain working relationships with a broad range of internal and external stakeholders.
- Represents Consumer Protection as a public speaker at internal and external meetings, working groups, at community forums and in the media as required.
- Participates in and coordinates cross Government initiatives

### Corporate Responsibilities

(The following outlines departmental responsibilities)

- Contributes to or responsible for the achievement of corporate objectives through effective management by ensuring that stakeholders are dealt with in a professional and timely manner.
- Builds productive working relationships with community stakeholders to ensure effective community engagement, provide opportunities to input on policy and to facilitate agreement of mutually beneficial solutions.
- Provides effective leadership within corporate policies and procedures, acts with integrity and ensures staff demonstrate ethical behaviours aligned with the Department Code of Conduct.
- Performs other roles/tasks as directed.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the Occupational Safety and Health Act 1984.

## ***What is required in this role?***

(The following outlines what experience and qualifications are required to fulfil this role)

- Demonstrated understanding of community education and engagement practices and principles.
- Demonstrated highly developed research, conceptual and analytical skills.
- Experienced in leading, managing and developing a team to ensure performance and strategic objectives are met.
- Demonstrated ability to produce complex tailored communication materials in a variety of formats for both internal and external audiences.
- Demonstrated project management skills.

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## ***Capabilities Required***

(The following outlines the behaviours required to be demonstrated to perform this role)

- Commits to meeting objectives, identifies and implements appropriate risk strategies and follows up to finalise work.
- Actively listens to staff, colleagues, clients and stakeholders, involves and recognises others' contributions.
- Adheres to the Code of Conduct, acts with integrity and behaves in an honest, professional and ethical way.
- Presents messages confidently and selects the appropriate medium for conveying information to the audience's level of knowledge, skill and experience.

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## ***What are the Job reporting relationships?***

This position reports to: General Manager Strategic Development

Supervisor Position No: 00016645      Classification: L8

### **Positions reporting to this Job:**

Community Education Officer - (00016353)	L3
Community Education Officer - (00000353)	L5
Community Education Officer - (00016350)	L5
Community Education Officer - (00016352)	L5
Community Education Officer Online - (00017646)	L5
Indian Ocean Territories Coordinator - (00016648)	L5

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## ***What are the pre-employment requirements for this Job?***

- 'C' Class Drivers Licence
- National Police Clearance

### **Approved Date**

30-OCT-2018