



Job Description

Stakeholder Liaison Officer

Level 4

Position Number:	00036155	FTE:	1.0
Directorate:	Service Delivery	Agreement/Award:	Public Service Award 1992
Branch:	Service Delivery Strategy		Public Service and Government Officers CSA General
Location:	Osborne Park		Agreement 2017 or as replaced
Permanent/Temporary Position:	Permanent		

Reporting Relationships

Reports to:

Manager Risk Analysis and Improvement, Level 7

Other officers reporting to the above office:

Senior Analyst, Level 5 x3

This Office – officers under direct responsibility:

No direct reports

Key Role Statement

The Stakeholder Liaison Officer plays a significant role in developing and maintaining effective relationships with internal and external stakeholders within the Apprenticeship and Traineeship system.

The position contributes towards the achievement of the Department's strategic goals and operational priorities, via successful engagement of key stakeholders.

Key Responsibilities

- Identifies key stakeholders within the Apprenticeship and Traineeship system and develops communication and engagement strategies to ensure effective relationships with stakeholders are maintained and enhanced.
 - Effectively liaises and consults with internal and external stakeholders.
 - Analyses feedback and suggestions from stakeholders and prepares recommendations.
 - Manages the development, review and update of the content on the Department's Apprenticeship Office website to ensure information is correct and current.
 - Monitors legislation, policy and business system changes to ensure information disseminated to stakeholders is in line with changes.
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Selection Criteria

Essential

- Demonstrated understanding of the needs and interests of stakeholders within the Apprenticeship and Traineeship system in Western Australia and nationally.
 - Well developed communication and interpersonal skills for consultation, networking and building relationships with key stakeholders.
 - Demonstrated research and analytical skills, with a proven ability to identify problems and provide strategies to address them in collaboration with customers and colleagues.
 - Proven ability to present complex information in a clear, articulate and compelling manner to a range of audiences.
 - Demonstrated ability to work independently and within a team to achieve intended outcomes.
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Other Requirements

1. May be required to work from any Department worksite.
 2. 'C' Class Drivers Licence
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CERTIFICATION

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Branch Director		Delegated Authority	
Name:	Philip Wyles	Name:	Jodie Wallace
Position:	Director Service Delivery Strategy	Position:	A/Executive Director Service Delivery
Signature:		Signature:	
Date:	2.4.19	Date:	21/4/19

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