



JOB DESCRIPTION FORM

Public Sector Management Act 1994	Salaries/Agreement/Award Public Service Award 1992 Public Service and Government Officers General Agreement 2017 or as replaced	
Group: Education Business Services	Effective Date of Document 15 November 2018	
Division: Infrastructure		
Directorate: Asset Planning and Services		

THIS POSITION	
Title:	Senior Project Support Officer
Classification:	Level 5
Position No:	00039203
Positions under direct responsibility:	Nil

REPORTING RELATIONSHIPS		
TITLE:	Director, Asset Planning and Services	
LEVEL	9	
POSITION NUMBER	00036096	
TITLE:	Manager, Strategic Asset Planning	
LEVEL	8	
POSITION NUMBER	00038126	
This position and the positions of:		
Title	Classification	Position Number
Various		

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Senior Project Support Officer	Level 5	00039203	15 November 2018

CONTEXT

For information about the Department go to: <https://www.education.wa.edu.au/>.

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information and communication technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

The Infrastructure Division has responsibility for the planning and provision of facilities (land, buildings and equipment), which includes land planning, student enrolment forecasting and facilities planning, strategic asset management, capital works programs, maintenance and minor works programs and provision of facilities related services.

The Asset Planning and Services directorate is responsible for the development of strategic asset plans, policies and processes within an asset planning framework, long term land planning for schools and the management of the Department's land estate. The Directorate also provides services to schools on security and emergency management, environmental services, statistical and demographic planning services and property management.

ROLE

The Senior Project Support Officer:

Specialist Services

- assists with the planning, implementation and evaluation of Ikon Transformation Project (ITP) implementation activities, including mapping business processes
- provides specialist advice and support to staff on ITP implementation and business process management systems
- assists in developing guidelines and procedures relating to asset planning and services in the context of school operations.
- undertakes special projects and evaluations

Branch Support

- assists in supporting Directorate staff with ITP technical implementation issues
- contributes to a work environment that is safe, fosters equity and diversity, enables achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables
- contributes to service improvement projects relevant to the Directorate
- represents the Directorate on committees and working groups as required.

Customer and Stakeholder Support and Liaison

- facilitates training opportunities for Directorate staff
- collaborates and negotiates with Directorate staff on ITP implementation matters
- maintains a strong focus on customer service delivery and continuous improvement of services

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- establishes and maintains effective communication links and working relationships within the EBS Group and across the Department to ensure access to diverse specialist knowledge.

OUTCOMES

The Senior Project Support Officer is required to demonstrate achievement in relation to the following outcomes.

1. Customers and other stakeholders are satisfied with services and support provided.
2. Development of Directorate business processes are effectively planned and researched in consultation with system users and stakeholders.
3. Information and advice is provided to customers and stakeholders on services provided by Asset Planning and Services.
4. Service improvement initiatives are progressed and implemented in consultation with stakeholders.
5. Strong relationships are developed and fostered with stakeholder groups to enable effective collaboration.
6. Department and EBS change initiatives are understood and promoted.

SELECTION CRITERIA

The following selection criteria are identified as being required to achieve the outcomes in the context of this position.

1. Demonstrated considerable experience and knowledge of business process analysis, research and the application of process improvement principles within an information systems context.
2. Demonstrated skills and experience in providing application system support at an operational level.
3. Demonstrated well developed written, oral and interpersonal communication skills with the ability to consult, negotiate and maintain collaborative partnerships with a wide range of stakeholders.
4. Demonstrated skills and experience in providing a high-level customer-focused service.
5. Demonstrated well developed project planning and management skills, including proven ability to use initiative, prioritise work, meet agreed targets and deliver agreed results in a timely and efficient manner.

ELIGIBILITY

Employees will be required to obtain a current Department of Education Criminal Record Clearance prior to commencement of employment.

TRAINING

Employees will be required to:

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

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CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

ENDORSED

DATE 15 November 2018
TRIM REF # D18/0508393