

Manager, Strategic Projects

Business and Customer Services

Position number	00039651
Agreement	Public Service and Government Officers CSA General Agreement 2017
Classification	Level 8
Reports to	Director, Business and Customer Services (Level 9)
Direct reports	Nil.

Context

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, 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.

Key responsibilities

Leadership and Management

- manages the delivery of quality and professional business and customer services
- contributes to the strategic management and leadership of the Directorate
- develops plans and systems to deliver designated outcomes and to promote service capabilities
- deploys resources, including people, financial, physical and information to ensure they are available to address the Directorate's strategic plans, contractual obligations and other organisational priorities
- leads and manages strategic projects, as required
- ensures that strategic asset management timelines and outputs are consistent with the strategic business priorities and objectives of the Department and Government
- provides leadership, supervision and support of staff, and encourages and assists with the development and implementation of asset management processes
- creates a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables

Customer and Stakeholder Management

- develops and maintains effective communication links and working relationships to provide information on business and service reform matters and processes
- strategically consults, liaises and negotiates with government, Senior Executives, Ministers and Members of Parliament, public/private organisations and internal and external stakeholders on strategic asset management plans, asset planning and accommodation outcomes
- engages with stakeholders on strategic asset management programs, asset planning and accommodation management within the context of the responsibilities of the position
- maintains a strong focus on customer service delivery and continuous improvement of services
- builds strategic alliances with customers, stakeholders, interest groups and across EBS to enable development, acceptability and achievement of designated outcomes and to promote service capabilities
- establishes and maintains effective partnerships and networks with key internal and external stakeholders for negotiating and collaborating to achieve Directorate outcomes and to ensure access to diverse specialist knowledge
- represents the Department, as required, on across Government committees and working parties.

Specialist Services

- leads the development of a strategic project in partnership with Department of Finance – Building Management and Works to improve the delivery of school asset management
- manages strategic projects, including the development of policies, plans, systems and strategies to deliver agreed outcomes
- provides expert strategic advice on developing and transforming process, culture and relationships to achieve a shared vision between identified State Government Departments
- coordinates the development of a plan to transform process, culture and relationships.
- ensures compliance with policy and statutory requirements such as the *Financial Administration and Audit Act 1985*, Treasurer's Instructions and Public Sector Standards.

Selection criteria

1. Demonstrated substantial knowledge and experience in project management within a facilities development/maintenance environment, including management of human, physical, financial, technological and information resources.
2. Demonstrated high-level skills and experience in the provision of asset planning and related management services.
3. Demonstrated high-level skills and experience in policy and strategy development and implementation.
4. Demonstrated high-level verbal and written communication and interpersonal skills to effectively liaise with key internal and external stakeholders at a senior level and to build strong relationships.
5. Demonstrated high-level conceptual, analytical and research skills, including the ability to develop solutions to complex problems.
6. Demonstrated high-level skills and experience in achieving outcomes and delivering quality products and services consistent with customer needs and defined quality expectations.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three 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 six months of appointment.

Certification

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

ENDORSED

Date 10 July 2019
Reference D19/0306778