



# JOB DESCRIPTION FORM

<b>Public Sector Management Act 1994</b>	<b>Salaries/Agreement/Award</b> Public Service Award 1992 Public Service and Government Officers CSA General Agreement 2017 or as replaced	
<b>Group:</b>	<b>Education Business Services</b>	<b>Effective Date of Document</b> 18 April 2018
<b>Directorate:</b>	<b>Business and Customer Services</b>	
<b>Branch:</b>	<b>Business Support</b>	

<b>THIS POSITION</b>	
<b>Title:</b>	<b>Personnel Services Coordinator</b>
<b>Classification:</b>	<b>Level 4</b>
<b>Position No:</b>	<b>00038683</b>
<b>Positions under direct responsibility: Nil</b>	

<b>REPORTING RELATIONSHIPS</b>		
<b>TITLE:</b>	Director, Business and Customer Services	
<b>LEVEL:</b>	9	
<b>POSITION NUMBER:</b>	00038089	
<b>TITLE:</b>	Manager Business Support	
<b>LEVEL:</b>	7	
<b>POSITION NUMBER:</b>	00038188	
<b>This position and the positions of:</b>		
<b>Title</b>	<b>Classification</b>	<b>Position Number</b>
Operations and Development Coordinator	Level 4	00038346
Administration and Finance Officer	Level 3	00028505

TITLE	CLASSIFICATION	POSITION NO.	EFFECTIVE DATE
Personnel Services Coordinator	Level 4	00038683	18 April 2018

## CONTEXT

For information with respect to the Department go to: <https://www.education.wa.edu.au/web/our-organisation/home>.

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 communication and 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 Business and Customer Services Directorate (BCS) supports the objectives and outcomes of clients by providing value for money corporate services. BCS aims to deliver services within an environment of standardised systems and processes.

The Business Support function provides business and administrative support to the BCS. This includes:

- learning and development planning and coordination
- recruitment, selection and appointment planning and coordination
- facilities management
- administrative support
- audit and compliance monitoring and reporting
- BCS budget management and reporting
- development and maintenance of the BCS Intranet
- business planning
- risk management and business continuity.

## ROLE

### Specialist Services

- develops, implements and monitors procedures for BCS human resource management functions compliant with industrial instruments, Department policy, relevant legislation and consistent with best practice
- develops and maintains a range of human resource management resources including induction welcome book
- identifies emerging human resource management issues as they arise and provides advice and recommendations on management
- develops and delivers induction to BCS presentation
- researches and identifies capability building programs for BCS including buddying, cross-skilling and mentoring programs
- reviews and evaluates capability programs undertaken and provides reports on program performance
- researches and provides high level support to BCS projects and activities including developing and managing project implementation plans
- supervision of school based trainees including the management of placement and competencies
- prepares briefings for funding and approval of future projects

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### **Branch Support**

- contributes to the Directorate achieving its goals and outputs
- participates in performance management activities to ensure development meets personal goals and business needs
- contributes to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and BCS goals and facilitates accomplishment of designated roles and deliverables
- contributes to change management projects relevant to the Branch.

### **Customer and Stakeholder Liaison**

- maintains a focus on customer service delivery and continuous improvement of services
- establishes and maintains collaborative working relationships and effective communication networks with internal and, where appropriate, external stakeholders enabling access to diverse specialist knowledge.

### **OUTCOMES**

The Personnel Services Coordinator is required to demonstrate achievement in relation to the following outcomes.

1. Human resource management functions are developed, implemented and monitored within legislative requirements.
2. Capacity building activities such as buddying, cross-skilling and mentoring programs are implemented and evaluated for effectiveness and continuous improvement activities are identified.
3. Development opportunities are consistently offered to staff and feedback and evaluation processes are monitored and maintained.
4. New employees attend a first-day induction and are provided with information to support and assist them to adapt to their new work environment.
5. School-based trainees are appointed and competencies are managed in consultation with the Public Sector Commission.

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## **SELECTION CRITERIA**

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

1. Demonstrated considerable knowledge and understanding of human resource management within the public sector legislative framework, including recruitment, selection and appointment policies, procedures and practices.
2. Demonstrated ability to identify, research and analyse issues and offer workable solutions.
3. Demonstrated sound organisational skills in planning, prioritising and time management with proven ability to maintain a high level of confidentiality.
4. Demonstrated sound verbal, written and interpersonal communications skills, including the ability to undertake effective negotiations and build positive relationships with staff at all levels.

## **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.

## **CERTIFICATION**

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

## **ENDORSED**

**DATE 18 April 2018**  
**TRIM REF # D18/0147410**