



Senior Communications Improvement Officer

Business and Customer Services

Position number	00039831
Agreement	Public Service and Government Officers CSA General Agreement 2017 (or as replaced)
Classification	Level 6
Reports to	Manager Business Improvement (Level 8)
Direct reports	Nil

Context

The Business and Customer Services Directorate (BCS) supports the objectives and outcomes of clients by providing value for money corporate services through streamlined business systems and processes and skilled and motivated people.

The Business Capability branch leads and advises on operation direction and systemic improvement initiatives and outcomes, to continually improve customer service delivery.

The Branch is responsible for initiating, managing and coordinating programs to enhance the capability and capacity of principals, managers corporate services, school corporate services staff and central services staff across the Department.

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Key responsibilities

- Conceive and develop print, presentation and online environment strategies and procedures to support the implementation of communication reforms, projects and initiatives.
- Provide professional learning across business areas on best practice when identifying, mapping and writing services and communicating in a print, presentation and online environment.
- Contribute to the development and implementation of communication and stakeholder engagement governance frameworks and tools which ensure equitable access for all staff.

- Plan, implement and evaluate content for the intranet (Ikon) platform and other communications, providing specialist advice and support to EBS business areas.
- Develop and implement evaluation frameworks and analyses and reports on performance metrics and customer feedback.
- Ensure communication is compliant with Department policy, procedures and standards.
- Contribute to service and communication improvement projects relevant to the Directorate and assists to identify and implement capability building strategies.
- Builds strategic alliances with customers, stakeholders, interest groups, the Ikon Transformation Project team and other Department business areas to facilitate the acceptability and achievement of planned outcomes.
- Provides advice to senior management on business reform programs and communication improvement initiatives and issues.
- Represents the Directorate as required, on Departmental committees and working parties.

Selection criteria

1. Demonstrated highly developed oral communication and interpersonal skills, including consultation, presentation and facilitation skills, and the ability to liaise effectively with individuals at all levels.
2. Demonstrated highly developed conceptual and analytical skills with proven investigative skills and ability to interpret data and provide innovative thinking in developing and implementing projects.
3. Demonstrated highly developed writing and editing skills with ability to develop instructional and support materials and communicate effectively with a diverse workforce in a print, presentation and online environment.
4. Demonstrated highly developed project management skills and ability to contribute to team processes and outcomes.

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 8 August 2019
Reference D19/0357824