

## Senior Capability Building Coordinator – Corporate Services

### Business Capability

<b>Position number</b>	00039830
<b>Agreement</b>	<a href="#">Public Service and Government Officers CSA General Agreement 2017</a> (or as replaced)
<b>Classification</b>	Level 6
<b>Reports to</b>	Manager, Capability Building (School Corporate Services Staff) (Level 8)
<b>Direct reports</b>	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 corporate services capability and capacity of principals, managers corporate services, school corporate services staff and central services staff across the Department relating to the BCS Directorate.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

#### Key responsibilities

The Senior Capability Building Coordinator - Corporate Services provides specialist advice and support to, and coordinates, programs that contribute to enhancing the corporate services capability and capacity of principals, managers corporate services and school corporate services staff.

#### Specialist Services

- Establish strategies and operating procedures to support and develop school corporate services staff to deliver effective and efficient corporate services.

- Develop and implement plans, programs, systems and tools to enhance the capability and capacity of principals, managers corporate services and school corporate services staff to build corporate capability in a more autonomous school system.
- Support facilitation and delivery of professional learning programs for school corporate services staff where required
- Provide guidance to stakeholders to ensure a consistent approach to the development and delivery of capability programs.
- Quality assure, monitor, review and evaluate learning programs and other support initiatives to identify and implement improvements to ensure relevance and effectiveness.
- Conduct research and analysis of data and information to identify emerging opportunities and future innovations in professional development to shape professional development delivery for school corporate services staff.

### **Project Management and Directorate Support**

- Contribute to the development of business cases to secure investment into capability building programs
- Develop systems and processes to ensure projects meet contractual agreements and are within allocated budgets.
- Undertake the operational coordination of corporate services learning program delivery.

### **Customer and Stakeholder Management and Liaison**

- Provide high-level specialist advice and consultancy to stakeholders in relation to school corporate services delivery matters relating to the BCS Directorate.
- Monitors and ensures compliance with Government, agency and public sector policy and processes and facilitates education and awareness where appropriate.
- Contribute to the development and maintenance of a strong working relationship and communication networks with principals, managers, schools and regional and central offices.
- Liaise, consult and negotiate with key external stakeholders and interested parties, and when required, represent the Department on a variety of committees and working parties.

### **Selection criteria**

1. Demonstrated highly developed project management skills and experience, including project planning, coordination, implementation and evaluation.
2. Demonstrated highly developed conceptual and analytical skills including the ability to interpret data, identify problems, provide overviews and generate strategies to address issues.
3. Demonstrated highly developed research and investigative skills, including the ability to prepare high-quality briefings and reports related to analysed and interpreted data.
4. Demonstrated highly developed verbal and written communication and interpersonal skills with the ability to establish and maintain effective working relationships with individuals at all levels.
5. Demonstrated skills and experience in achieving outcomes and delivering quality products and services consistent with customer needs and defined quality expectations.
6. Demonstrated highly developed skills and experience in identifying opportunities to improve product/service delivery and applying quality improvement/risk management principles.

## 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    D19/0357766