

## Project Support Officer

### Workforce Policy and Coordination

<b>Position number</b>	00040144
<b>Agreement</b>	<a href="#">Public Sector CSA General Agreement 2019</a> (or as replaced)
<b>Classification</b>	Level 3
<b>Reports to</b>	Principal Consultant, Workforce Career Structure (Level 7)
<b>Direct reports</b>	Nil

#### Context

The Workforce Division comprises Employee Relations, Staff Recruitment and Employment Services, and Workforce Policy and Coordination. The Division is responsible for the provision of a range of human resource functions to Departmental business units and staff at all levels, particularly in the context of greater flexibility and autonomy for schools. This includes:

- industrial and employee relations
- workers' compensation, injury management and occupational safety and health
- staffing and employment services
- strategic human resource planning
- strategic human resource policy advice and evaluation.

The Workforce Policy and Coordination Directorate provides strategic leadership, planning and implementation of key Department human resource matters, advice and evaluation of cross-divisional policy and programs, management of professional learning, and develops policy and manages equity and diversity initiatives.

For further information, please visit the [Department](#) website.

#### Key responsibilities

- Develop, maintain and monitor databases, reconcile records and analyse data information to meet reporting and operational obligations relating to the Level 3 Classroom Teacher and Senior Teacher projects effectively and efficiently.
- Quality assure and audit project records to ensure client information, application processes and reporting systems are accurately maintained to ensure operational requirements.
- Prepare correspondence to inform applicants of the respective project's progress and outcome.
- Provide general information to clients on administrative and operational processes and procedures via the telephone, in person and in email.

- Manage confidential and sensitive matters which required appropriate research, referral and timely responses.
- Develop and maintain effective communication links and working relationships to internal and external clients and stakeholders.
- Assist in the maintenance and updating of project information on Departmental Ikon websites.
- Provide administrative support and contributes to initiatives and projects relevant to the Workforce Policy branch.
- Maintain a focus on customer service delivery and continuous improvement of services.

### **Selection criteria**

1. Demonstrated sound oral and written communication and interpersonal skills, including telephone communication skills, ability to liaise with individuals at all levels and provide service to clients.
2. Demonstrated knowledge and considerable experience in the delivery of project-based administration support services.
3. Demonstrated ability to initiate, develop and maintain effective partnerships with a range of clients and stakeholders.
4. Demonstrated well developed keyboarding and computer skills including updating website information, sound data management skills including experience and accuracy in using databases, spreadsheets, Microsoft Access and human resource information systems and in recording, analysing, interpreting and reporting on data.
5. Demonstrated research, case coordination, conceptual, analytical and problem solving skills with the ability to use initiative to identify priorities and meet conflicting deadlines.

### **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            13 December 2019  
Reference    D19/0579322