

## Project Administration Officer

### Information and Communication Technologies (ICT)

<b>Position number</b>	00040692
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2019</a> (or as replaced)
<b>Classification</b>	Level 3
<b>Reports to</b>	Principal Consultant, ICT Strategic Procurement (Level 7)
<b>Direct reports</b>	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 (ICT) and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to delivery high quality education.

Delivery of ICT services provides support for the Department's educational outcomes by developing initiatives and technical support strategies to ensure over 800 Western Australian public schools can be individual, distinctive and responsive to their local communities while still benefiting from being part of a system.

A project working group has been set up to provide a consolidated approach to the procurement planning, evaluation and transition for key ICT services. The procurement process will result in the establishment of a contract based on a holistic model for essential services that offers improved efficiencies.

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

#### Key responsibilities

- Provide effective and responsive administrative support to achieve operations associated with projects and programs, including maintaining and updating project information.
- Assist in preparing program plans, reports, support materials and monitoring systems in accordance with Departmental, policies, standards and guidelines.
- Research and provide information relating to program performance operations.
- Manage the collation and input of data and prepare reports.

- Quality assure and audit project and program records to ensure client information, application processes and reporting systems are accurately maintained to ensure operational requirements.
- Participate in the investigation, analysis and resolution of issues relating to the program and tasks.
- Manage confidential and sensitive matters which required appropriate research, referral and timely responses.
- Develop and maintain effective communication links and working relationships with internal and external stakeholders and clients.
- Manage diary appointments and provide executive support to working groups, including setting up meetings, preparing agendas, collating documentation and taking minutes.
- Provide general administrative support across the Division as business needs arise.

### **Selection criteria**

1. Demonstrated knowledge and considerable experience in the delivery of project-based administration support services.
2. Demonstrated initiative and sound organisational skills, including the ability to identify priorities to meet conflicting timelines.
3. Demonstrated well developed written, verbal and interpersonal skills, including the ability to work within a team environment and deal effectively with a wide range of individuals at all levels and in a variety of contexts.
4. Demonstrated well developed conceptual, analytical and problem solving skills with the ability to apply a customer focussed service to stakeholder enquiries and operational requirements.
5. Demonstrated well developed computer application skills, including a working knowledge of word processing and development and maintenance of databases and spreadsheets.

### **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            15 September 2020  
Reference    D20/0470323