



## Director, Business and Customer Services

<b>Position number</b>	00038089
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2019</a> (or as replaced)
<b>Classification</b>	Level 9
<b>Reports to</b>	Deputy Director General Education Business Services (Band 2)
<b>Direct reports</b>	Manager, Payroll Services (Level 8) Manager, Finance Services (Level 8) Manager, Corporate Information Services (Level 8) Manager, Business Improvement (Level 8) Manager, Capability Building (Level 8) Manager, School Corporate Services Development (Level 8) Manager, Payroll Compliance Review (Level 8) Manager, Business Support (Level 7)

### Context

The Department of Education's strategic plan outlines the commitment for every child to enjoy a high quality of education. This is an education underpinned by excellence in teaching, quality leadership and pathways from Kindergarten to Year 12 to meet the needs of the learner in preparing them to take the next step into the world of work or further education.

The Education Business Services (EBS) Group 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 and commercial services; information and communication technologies (ICT); infrastructure; and business and customer services.

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of its customers by providing value for money corporate services through skilled and motivated people. BCS aims to deliver services within an environment of standardised systems and processes. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisational to deliver high quality education.

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

## Key responsibilities

### Leadership and Strategic Management

- Lead and direct the BCS Directorate, which is a key function of the EBS Group.
- Lead and manage the development and implementation of strategic plans and policies to support the delivery of EBS business outcomes that are aligned with Departmental and Government priorities and objectives.
- Initiate, manage and coordinate reform activities to ensure continuous improvement in EBS functions, processes, business models and policies.
- Coordinate and guide EBS reform initiatives and implications for business process improvements in partnership with other areas of EBS, relevant committees and key stakeholders.
- Develop and implement development programs to enhance Directorate leadership and operational capabilities.
- Develop and implement best practice frameworks, systems and tools to support project and change management within EBS to enable effective organisational change.

### Whole of Government

- Build and maintain effective working relationships with Government and non-Government agencies, unions, professional associations and special interest groups.
- Establish and maintain effective partnerships, networks and forums with key internal and external stakeholders.
- Negotiate with other public sector agencies, the private sector and relevant stakeholders to achieve Departmental objectives.
- Provide information on EBS customer services processes and business capability matters to relevant stakeholders.
- Represent the Department at a senior executive level on external committees and working parties.
- Respond to requests for Ministerial and other Government requirements.

### Department

- Advise the Deputy Director General EBS and the Director General on issues relating to customer services and business capability.
- As a member of the EBS Executive Team, contribute to the ongoing strategic development and management of the Directorate, the Group and the Department, that ensures the achievement of Departmental, Group and Directorate objectives.
- Contribute to and support the work of other Executive Directors and Directors to enhance EBS customer service delivery.

### Directorate

- Provide leadership in the coordination and management of operational services:- payroll, finance, taxation processing, credit card management, lease administration, debt recovery, asset recording and accounting, records management, library services and training and development.
- Ensure the provision of a highly effective and efficient customer advisory support service.
- Develop, implement and monitor strategies for delivering business and customer services that are responsive to the Department's reform initiatives.
- Initiate, coordinate and manage reforms to business processes and policies that are responsive and relevant to customer needs and the Department's strategic priorities.
- Provide leadership in the coordination of the development, implementation and evaluation of operational capability, business improvement and reform activities.
- Provide quality strategic advice, as required, to the Deputy Director General EBS, the Director General, the Minister and Government on change management, business capability and improvement initiatives within the Directorate.

- Consult with and provide expert advice to staff, managers and leaders in planning and implementing Directorate reforms.

### **Accountability and Quality Assurance**

- Lead research to identify trends and potential areas of risk and provide advice on emerging issues impacting on the Department's performance and corporate obligations, identifying opportunities for reform.
- Contribute to the development and maintenance of the Department's accountability framework, in particular for customer services and business capability requirements.
- Work with the Corporate Executive, other Executive members and Principals to achieve enhanced customer services and business capability.
- Establish and maintain customer service standards and processes.
- Develop a culture of continuous improvement and best practice within the Directorate, ensuring transparency in reform processes.

### **People Management**

- Promote cultural changes and practices that reflect the Department's operating principles and values, to enhance customer service and deliver agreed outcomes.
- Promote a collaborative approach to the development and delivery of customer services and business capability enhancing initiatives.
- Adhere to the principles of equity and equal employment opportunity.
- Oversee effective processes for employment within the Directorate.
- Implement performance management, foster ongoing professional development and ensure opportunities are provided to maximise staff capabilities.
- Establish a leave management plan and manage employees' leave entitlements in accordance with relevant Awards, Agreements and Departmental policy.
- Take reasonable care to protect own safety and health at work, and that of others by complying with safety and health policies and procedures of the Department and the *Occupational Safety and Health Act 1984*.

### **Resources Management**

- Manage the Directorate's budget to ensure expenditure is sufficient and contained within required parameters linking to identified needs.
- Oversee financial management, human resources management and risk management relating to the delivery of services, projects and business activities.
- Deploy internal and external resources to ensure completion of projects to approved scope, budget, time and quality and that services are provided efficiently and effectively.
- Monitor and review the effective use of physical, financial and human resources to achieve key performance outcomes.

### **Selection criteria**

#### **Shapes and manages strategy**

- Inspires a sense of purpose and direction
- Focuses strategically
- Harnesses information and opportunities
- Shows judgement, intelligence and common sense

#### **Achieves results**

- Builds organisational skills and responsiveness
- Marshals professional expertise
- Steers and implements change and deals with uncertainty
- Delivers intended results
- Manages financial and physical resources in a constrained environment

#### **Builds productive relationships**

- Nurtures internal and external relationships

- Facilitates cooperation and partnerships
- Values individual differences and diversity
- Guides, coaches and develops people

**Exemplifies personal integrity and self-awareness**

- Demonstrates public service professionalism and probity
- Engages with risk and shows personal courage
- Commits to action
- Displays resilience
- Demonstrates self-awareness and a commitment to personal development

**Communicates and influences effectively**

- Communicates clearly
- Listens, understands and adapts to audience
- Negotiates persuasively.

**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.

**DIRECTOR GENERAL**

Signature   
Date 22 OCT 2020